DOCUMENT RESUME

ED 124 154 IR 003 542

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TITLE Public Library Service for San Benito County.
INSTITUTION California State Library, Sacramento.
PUB DATE May 76
NOTE 121p.; Not available in hard copy due to very small print in the appendixes

EDRS PRICE MF-$0.83 Plus Postage. HC Not Available from EDRS.
DESCRIPTORS Community Characteristics; *County Libraries; Demography; Financial Support; Library Collections; Library Cooperation; Library Material Selection; *Library Planning; *Library Services; Library Surveys; Policy; *Public Libraries; Rural Areas; Use Studies
IDENTIFIERS *California (San Benito County)

ABSTRACT

A sparsely populated, agricultural area, San Benito County (California) provides library services in conjunction with the Hollister city library and in cooperation with the San Juan Bautista city library. Financing comes from the county general fund. There are no written goals or policy statements and no professionally trained librarians. As indicated by an opinion survey, citizens appreciate the existing library service and are aware of its limitations. The presence of these limitations is verified in a comparison of the county's library services with others of similar size and wealth and with commonly accepted library standards. Some possibilities for improvement are: the formation of an advisory board to aid the library and advise the county supervisors; a specific library tax; a materials selection policy and some collection weeding; expanded services; and hiring of trained librarians. The recommended plan calls for contracting for bookmobile and administrative services from Santa Clara County, joining the South Bay Cooperative Library System, bringing the San Bautista library into the county system, hiring trained staff, and expanding the materials budget. Survey instruments, data tables, and other working papers for the study are appended. (LS)

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ED124154

Public Library Service

for

San Benito County

U.S. DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
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by

Gail McGovern

Library Consultant

MAY 1976

IR003 549

California State Library
Sacramento, California
Ethel S. Crockett, State Librarian

PUBLIC LIBRARY SERVICE FOR SAN BENITO COUNTY

TABLE OF CONTENTS

i. ACKNOWLEDGEMENTS

I. INTRODUCTION

REQUEST FOR AND SCOPE OF SURVEY

METHODOLOGY

II. SUMMARY OF FINDINGS AND RECOMMENDATIONS

III. SAN BENITO COUNTY

IV. LIBRARY SERVICE IN SAN BENITO COUNTY

- A. DESCRIPTION OF EXISTING SERVICE
- B. EVALUATION OF EXISTING SERVICE, WITH RECOMMENDATIONS
- C. DESCRIPTION OF CITIZEN OPINION SURVEY
- D. COMMENTS CONCERNING THE CITIZEN OPINION SURVEY
- E. SAN JUAN BAUTISTA LIBRARY SERVICE

V. INTERLIBRARY COOPERATION

VI. CONCLUSION

APPENDICES

- A. REQUEST FOR SURVEY
- B. INFORMATION ON ADVISORY COMMITTEE
- C. WORK PLAN
- D. SOURCES CONSULTED
- E. TABLES
- F. 10,000-25,000 POPULATION LIBRARY STATISTICS
- G. CITIZEN OPINION SURVEY
- H. SAMPLE POLICY STATEMENTS
- I. JOB DESCRIPTIONS

ACKNOWLEDGEMENTS

Throughout the course of this survey, Kathryn Dooling, San Benito County Library Director and her staff have been extremely helpful and cooperative, providing information and sharing their knowledge of the library and the community which it serves. The Advisory Committee members have continuously added information and reacted to all aspects of the survey as well as invested their time and energy into fact finding about public library service.

A significant amount of assistance and support has also come from the following librarians: Barbara Campbell, Santa Clara County Librarian, June Hymas, Gilroy Librarian, and various staff members from the Santa Clara County Library; Charles Atkins, Santa Cruz County Librarian, and various staff members from the Santa Cruz County Library; Stephen Klein, Lake County Library Director; and Elizabeth Hallum, Lassen County Librarian.

Special acknowledgement is given to Cy Silver, California State Library Chief of Library Development Services and Dr. Cortus Koehler, California State University at Sacramento Professor of Public Administration for their advice and encouragement; and to Pat Link, Library Development Services clerk-typist for her patience, speed and endurance in working with the survey correspondence, tabulation and revisions.

I. Introduction

Request for and scope of survey

In March of 1975 the San Benito County Board of Supervisors requested California State Librarian Ethel S. Crockett to analyze and evaluate existing library service in San Benito County.[1] Mrs. Crockett accepted the request, and Gail McGovern, a consultant with the Library Development Services Bureau of the State Library, was designated to perform the survey.

This survey is intended to provide the Board of Supervisors and the library staff with recommendations which can be used as guidelines for planning the future library program for the residents of San Benito County.

Methodology

The San Benito County Board of Supervisors appointed a survey advisory committee in April, 1975[2] and with its concurrence, a work plan was adopted and implemented by the State Library consultant.[3]

The following techniques were utilized to obtain data and develop recommendations:

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[1] see Appendix A

[2] see Appendix B

[3] see Appendix C

1. Written and verbal communication with advisory committee, library staff and selected county residents. This provided the consultant with:
   a) valuable insight concerning the library and the community.
   b) input for, and reaction to, design of data collection instruments and other research techniques.
   c) regular review of survey progress.
   d) regular discussion concerning future activities.
2. A literature search identified items pertinent to the survey, including information about the library, the community, and recent research and standards. These items are listed in Appendix D.
3. An information needs questionnaire printed in English and Spanish. This was mailed to all households in the county and a separate set given to high school students. The questionnaire provided opportunity for added citizen input into the planning process and increased public awareness of the library program. The questionnaire responses were used in developing the recommendations of this survey. Detailed results of the tabulated questionnaires are presented in Appendix G.
4. A comparison of the San Benito County library with other libraries and with commonly accepted library standards. This comparison was done by selecting indicators of the ability of the library to respond to the needs of its users. Data about those indicators was gathered from San Benito County Library and from a comparison group of libraries from similar areas in California.

II. Summary of findings and recommendations.

San Benito County residents have recognized the need for and value of library service for over fifty years. San Benito County has a well cared for library and a dedicated library director and staff.

A citizen opinion survey was conducted in San Benito County, which showed that the residents appreciate the existing service, but more importantly, are aware of the limitations of the present level of service and desire a more responsive service level. Evidence of the limitations of the present service level was also found by comparing key indicators of ability to provide library service in San Benito County and comparison jurisdictions of similar size and wealth. A comparison of the service level of the San Benito County Library with commonly accepted service standards reinforced these findings.

San Benito County must decide if it wishes to maintain the present level of service which is not as responsive to the needs and interests of its residents as it both should and could be. Or if it wishes to provide the needed and desirable level, building on the foundation of the existing program.

Two feasible alternatives for improved local library service are presented. The recommended one, Plan A, is based on a contractual agreement with Santa Clara County for administrative and bookmobile services. The other, more costly, alternative proposes the hiring of a certified Librarian for San Benito County and the County's operation of its own bookmobile service.

In any case, San Benito County must have a professional librarian to administer the library, whose initial task would be to design a plan to implement whichever of the two alternatives is chosen. A separate tax rate should be set for the San Benito County Library to support the desired improved level of service.

No library on its own can provide everything. Only through gaining access to resources of other libraries - both materials and expertise - can the San Benito County Library offer the widest range of services to its residents. For over a decade California public libraries have demonstrated the practicality of cooperative library systems. Libraries who are members of cooperative systems share their services and materials to enrich the resources available to their users. For those reasons, it is recommended that San Benito County join the neighboring South Bay Cooperative Library System.

A brief comment concerning San Juan Bautista; it is obviously too small a jurisdiction to provide adequate library service on its own. It should consolidate its library service program with San Benito County. In addition, San Juan Bautista Library too should join the South Bay Cooperative Library System.

San Benito County Library would benefit from both a formally appointed County Library advisory group and a Friends of the Library organization. The former would provide knowledgeable, ongoing citizen input into the library decision-making process, and the latter would provide awareness and understanding of the library throughout the overall community.

It is recognized that adoption and implementation of the recommendations in this report will require a significant increase in financial support for library service. Although in comparison with the present support level, this increase may seem large, the resulting support level will be comparable to that of similar jurisdictions. In fact, the recommended increase would amount to less than the cost of buying one book per citizen each year.

This report provides the basis for planning and deciding the future of public library service for San Benito County. Although the California State Library stands ready to provide additional technical assistance and encouragement, real accomplishments can come only with the commitment, support and involvement of the citizens of San Benito County.

Location

San Benito County is located in California's central region;[1] it is approximately 100 miles south of San Francisco, 300 miles north of Los Angeles, and 25 miles inland from Monterey Bay. The county is bounded on the north by Santa Clara and Santa Cruz Counties, on the east by Fresno and Merced Counties and on the west and south by Monterey County.

Geographic Characteristics

The county is about 1,396 square miles in area, approximately 70 miles long and 20 miles wide. It is sparsely populated with a 1975 population of 19,600. Most of the population in located in the Northwestern part of the county around the city of Hollister, which is the county seat and has a population of 8,575. The city of San Juan Bautista is located approximately 8 miles west of Hollister and has a population of 1,200. These are the only two incorporated areas within the county. San Benito County topography is characterized by broad plains, cultivated rolling hills, rugged mountain peaks, meandering rivers and streams, small valleys and deep canyons. Elevations vary from 135 to 5,250 feet above sea level.

Business and Industry

The major economic activity in the county is agriculture with annual production of fruit, grains, row crops and livestock exceeding $35 million in value. Of the county's 893,440 acres, 570,000 are devoted to the agricultural industry. Much of the other industry in the county is related to agriculture (e.g.,canning, food processing). Employment statistics for 1973 show a total work force of 7,360 with

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[1] see map on cover.

3,500 workers in agriculture related jobs. Other major business activities include wholesale-retail trades employing 932, services - 690, government - 907, non-agriculture related manufacturing - 632 and mining - 161.

Local efforts are being directed toward attracting new industries to the county and reducing the dependence on agriculture for employment.

Several tourist and recreational attractions bring visitors to the county. The Mission San Juan Bautista attracts more than 300,000 people annually. Pinnacles National Monument, a 12,818 acre area with camping facilities and Fremont Peak and Hollister Hills State Parks, scenic viewpoints, attract about 170,000 visitors annually.

Transportation

Transportation is automobile oriented in San Benito County due to its rural nature. At present there are no permanent taxis in the county, but San-Trans, a local dial-a-ride bus operation, provides service between Hollister and San Juan Bautista. Greyhound service provides interregional bus transportation to Hollister, San Juan Bautista and Aromas. County residents use air and rail passenger service facilities in nearby counties. The Hollister Airport is at present used only for general aviation purposes and the Southern Pacific Railroad provides railfreight service to Hollister.

In 1970 there were about 640 households (with an average household consisting of 3.34 persons) that had no automobile available for transportation. In general this figure includes people who are unable to drive, have no automobiles or are handicapped.

Population

The 1970 Census shows San Benito County population to be 18,226 with the following breakdown:

under 18	6812	38%
18-24	1875	10%
25-44	4036	22%
45-64	3623	20%
over 65	1880	10%
	18,226	

median age 26.8

49%	51%
male	female
8994	9232

racial: Anglo. 51.4% Sp. 44.9% Black .3% Other 1.5%
Jap. .6% Chi. .2% Fil. .8% Am. Ind. .3%

The majority of the population is concentrated in and near the cities of Hollister and San Juan Bautista. In 1970 about 13,000 people were located in the Hollister area and 3,000 in the San Juan Bautista area. About 200 people were located in the north county area and 600 each in the southern and eastern portions of the county.

Employment

San Benito County has historically had a high rate of unemployment. Since the county is a rural agricultural area with seasonal labor, high unemployment occurs during the months of the year when crops are not being harvested on a large scale. During the 1964-69 period the average annual unemployment rate in California was 5.1% while for the same period San Benito County experienced a rate of 11.5%. With the addition of more non-agricultural related employment, the county unemployment rate has been somewhat moderated, but still averages about 9% annually.[2]

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[2] San Benito, Transportation Plan, 1972, p. 27.

The 1969 median family income in San Benito County, as shown in the 1970 Census, was $8,940. The 1969 California median family income was $10,730. About 470 (10.7%) of the families were below the poverty level while about 738 (16.9%) of the families received $15,000 or more.

Education

There are 10 elementary school districts located in population centers throughout the county and one high school district located in Hollister. There are two private elementary schools in Hollister. The county had a 1973-74 ADA figure of 4,819. San Benito County belongs to a joint community college district; whose campus is located in the city of Gilroy in Santa Clara County.

Of the total population over 25 years old, 9,532 according to the 1970 Census, 5,333 people (56%) has less than a high school education. The remaining 44% had graduated from high school. 7% of the total were college graduates.

Local government

San Benito County, a general law county, was incorporated February 12, 1874. The cities of Hollister and San Juan Bautista, both general law cities, were incorporated March 26, 1874, and May 4, 1896, respectively. The County Board of Supervisors, consisting of five elected district representatives, governs the county. The cities of Hollister and San Juan Bautista are both administered under a Mayor-City Council form of government. The county and two cities formed the San Benito County Council of Governments to jointly guide county growth and development.

IV. Library Service in San Benito County

A. Description of existing service.

Background Information

The San Benito County Library was founded in February 1918. The Hollister and San Juan Bautista libraries, which were founded in 1884 and 1905 respectively affiliated with the newly established county library. In 1960 the Hollister and San Benito County libraries consolidated and moved into the present county library headquarters at 470 Fifth Street in Hollister. Although the San Juan Bautista Library is still affiliated with the county library, it remains a separately funded and administered library operation.

Governance and financial support

The library director is directly responsible to the Board of Supervisors. The library is supported by an allottment of funds from the county general fund; there is no dedicated tax rate for library service.

In FY 1974/75 library expenditures totalled $42,978, which works out to a per capita expenditure of $2.36 for library service and an equivalent tax rate of .045. FY 1974/75 library expenditures were $35,786 for salaries (83.26%), $6,440 for library materials (14.98%) and the remaining $752.00 for operating expenses (1.76%)

There are no written library goal or policy statements.

Collection Resources and Services

The library has available for use a total of 47,188 volumes (46,000 titles and 1,188 duplicates), 72 magazine titles, 4 newspaper titles and 383 phonograph records. The County Library staff estimates the borrowers' registration file contains 16,000 names. There is no program for removing inactive names from the file.

Reference, interlibrary loan and reader advisory services are offered to individuals and visiting classes during the 58 hours per week (Mon-Fri 8-5, 7-9, Sat 2-5) the library is open. No specialized services are provided either through special programs or assigned staff to special client groups (e.g. children's, bilingual, etc.)

During FY 1974/75 total circulation of library materials was 56,122, of which 55,810 was print material and 312 phonograph records. Juvenile circulation accounted for 15,239 of the total (27%). The library staff answered 8,289 reference questions at the library and sent none on for interlibrary reference. The library borrowed 22 items on interlibrary loan and lent 40 items to other libraries.

Library personnel

The library employs a staff of five (4 FTE). Position classifications are library director, assistant director, and clerk (levels I & II No staff member possesses formal professional training in library science.

Physical Facilities

The library is located within walking distance of the central business district, sharing a building with the county superintendent of schools. The building is adjacent to the majority of county offices. The library occupies 8800 square feet and has 7734 linear feet of shelving. There is seating available for 54.

B. Evaluation of existing service, with recommendations

Introduction

San Benito County Library service was compared with that of three other public libraries: Gilroy, Lake County and Lassen County. Those were chosen because of overall similarity to San Benito in population size and assessed valuation of area served.

Key indicators of service ability were selected for this study, and uniform data relating to those indicators was specially gathered from the four libraries as well as from the FY 1974/75 annual reports submitted to the State Library. Detailed results of this data gathering is shown in Appendix E.

Services of the San Benito County Library were also compared with commonly-accepted standards for library service.[1]

San Benito County can also be seen in the perspective of the 39 California public library jurisdictions serving areas with populations between 10,000 and 25,000. Appendix F is preliminary data tabulated from annual reports from 1974/75 submitted to the State Library.

Detailed results of the citizen opinion survey conducted are presented in Appendix G.

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[1] see Appendix D.

Governance and community involvement

San Benito County supervisors have shown their interest in library service by requesting this survey, and by many other actions over the years. As with any Board of Supervisors, they have a great many other concerns as well; the Library is but one of them. This circumstance is natural to modern government, and is no different in San Benito County than in any other. It is desirable to find a way to provide the Library with continuous, broad-based advice, to complement the overall policy control which the Board of Supervisors properly exercises with the necessarily limited time it has for library matters.

A formally-appointed advisory group would provide knowledgeable, ongoing citizen advice to the County Library at no added cost to the county. Such a group would allow representation of a diverse number of interests and viewpoints, and allow the Librarian to test ideas and gain community understanding in an efficient manner. And it does so without lessening the ultimate authority of the Board of Supervisors to set policy, approve budgets, and hire staff.

Not only is an advisory group desirable, but also the formation of a Friends of the Library organization. While the advisory group would provide community input into the library decision-making process, the Friends organization would promote increased overall community awareness and understanding of the library. The Friends would foster a favorable climate for overall community support for the library - its program, its resources and meeting its needs. The group could focus on objectives such as the following: increasing financial support for the library, sponsoring cultural and related programs for the community, stimulating volunteer service for the library, and stimulating increased usage of existing library resources. For specific assistance with the formation, purpose, objectives and activities of a Friends of the Library group, the following source is recommended: American Library Association. Friends of the Library: Organization and Activities, 1962.

Financial Support

The $42,978 budget in 1974/75 no doubt is close to the overall amount the library can expect from the general fund. This is because departments of county government, in an inflationary time, have to contend for their share of a general fund whose size is limited by the rate ceiling imposed by SB 90. If improvement in library service is to be achieved, without a reduction in the service levels of other needed programs, an alternative to general fund support for library service must be found.

The Board of Supervisors can levy a separate tax rate up to $.30 for county library service, under Rev. & Tax. Code sec. 2216 and 2263, and Education Code sec. 27263. Rev. & Tax. Code sec. 2216 defines a county library as a special district; Rev. & Tax. Code. sec. 2263 authorizes levying a separate tax for special districts if the district's enabling statute names a separate tax rate; and Education Code sec. 27263 names a separate $.30 maximum tax rate for county libraries. (However, the County Librarian's salary must still be paid from the general fund (Education Code sec. 27207.)) The implication of all this is, that San Benito County possess a considerable potential for funding improved library service if it should desire to do so.

Collection

One of the library's major responsibilities is the development of its collection. This involves setting policy, planning, management, selection, procurement, repair and withdrawal.

Materials selection is an art, involving knowledge of many factors and professional judgement. It should not proceed by chance or personal interest of individual staff members, but by written objectives and policies. Objectives must deal with the types of materials to be included and not to be included. San Benito County Library does not use these principles.

A plan for collection development including objectives and selection policies must be developed for the San Benito County Library and adopted by the Board of Supervisors.[2] A careful plan will aid in the wise expenditure of funds. Community input is vital to the establishment of the library's plan; a permanent advisory committee for the San Benito County Library would provide this needed and valuable input to the library director and the Board of Supervisors.

The American Library Association Library Bill of Rights and a procedure for handling complaints should be adopted by the San Benito County Library.[3]

The implementation of the plan, i.e. selection and withdrawal of materials is the responsibility of the professional librarian. The librarian has the responsibility of choosing materials for values of interest, information and enlightenment of all people in the community. No material should be excluded because of race, nationality, political or religious views of the writer. The library must strive to provide the fullest presentation of all points of view concerning the problems and issues of our time. Materials should be removed from or added to the collection only if done in accord with the selection policy of the library.

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[2] see samples in Apendix H.

[3] Ibid.

As materials selection is continuous so should be weeding the collection of outdated and wornout items. The small library must have a collection that is alive, attractive and usable. There are a variety of reasons for weeding - such obvious ones are lack of space in the library, items in poor condition or outdated. Other reasons are expecially important in a small library such as more attractive shelves for the reader (dreary shelves are a discouragement even to the most enthusiastic user) and efficiency for the staff (time is wasted searching for materials when items not used are on the shelves and cards on file in the catalog). A small library must be weeded and pruned so that the weeds will not overrun it.

San Benito County Library should develop standards for weeding to be based on its materials selection policy when established. Replacement of items in poor condition should be considered. Removing little used and obsolete materials need not deny access to them for San Benito County residents. Through membership in a cooperative library system (as discussed in section V) San Benito County Library will be able to provide such materials easily and cost effectively.

As seen in Table VI, the percentage of recent outstanding titles in San Benito's collection is significantly low. Table V - the profile of 24 selected subjects - indicates only 35% of San Benito's holdings were published in the last 16 years.

San Benito should work towards attaining the following materials goals:

-Maintain a well weeded book stock of at least 2 books per capita (60% of which should have been acquired within the last 10 years).

-Add no less than .17 volumes per capita annually.

-Maintain a periodicals collection of at least 100 titles with indexed items retained for 10-15 years and provision for photocopy.

-Maintain a sound recordings collection of at least 2,000 recordings adding at least 250 annually.

-Provide access to at least 1,000 16mm film titles through membership in a film circuit.

-Other forms of materials should be acquired as needed (e.g. slides, filmstrips, closed circuit television, 8mm films)

-Access to larger and more specialized collections through membership in a cooperative library system and network.

-Special emphasis should be given to the acquisition of materials to serve the large population of Spanish speaking in the community.

In regard to the borrower's registration file. it is most unlikely that 16,000 San Benito or nearby area residents are currently utilizing the services of the library. The file should be weeded and kept current so that it would reflect present library use. The same staff efficiency considerations also apply here as in weeding of the materials collection.

Service

In any library, activities should be designed to facilitate the use of library resources and planned in relation to other facilities and services in the community. San Benito County should use commonly-accepted standards as guidelines for developing its own library service program. The library should adopt a written statement of service objectives.

In developing its service objectives San Benito County should accomplish the following:

- -The library must consider needs of the community in its program of service.
- -The library should establish a varied schedule of hours to permit all citizens easy access to library materials and services.
- -The library should be able to supply material of even the most specialized nature by using its own resources or borrowing from another library.
- -The library should have a positive program of guidance to individuals in the use of all types of materials (through e.g. personal consultation, publicity, lists, displays, lectures, story hours, book talks, film and music programs, discussion groups, and other appropriate means.)
- -The library should maintain complete and up-to-date information about community organizations and actively seek to bring library services to them. Examples of services are assistance in program planning, providing speakers, discussion leaders, film programs, displays, etc.

Library Personnel

A well trained staff is of primary importance. It must be qualified to select materials, to organize them for service and to help citizens utilize them to best advantage. San Benito County Library possess a dedicated, hard working, and pleasant staff well appreciated by library patrons. However, without professional direction and leadership not only are needed programs (as discussed earlier in this section) requiring professional librarians not present, but the existing staff cannot make optimum use of its very real talents. Sample job descriptions for proposed new positions and integration of existing staff is provided in Appendix I.

Maintenance applies not only to physical facilities and collections; it also applies to personnel. Personnel are the single largest cost category for libraries. All personnel from the director on down must have their skills continuously updated through a library funded program of staff development. San Benito County must provide staff development opportunities for new and existing personnel to make the most of this valuable resource. Joining the South Bay Cooperative System would in part provide the San Benito County Library with needed staff development opportunities.

Physical Facilities

The San Benito County Library provides .48 square feet per capita. Standards suggest .6 square feet per capita; however, since San Benito County has a pleasant and attractive facility which is adequate for present needs, change is not a high priority. When the necessary weeding (see discussion on page IV-B-5) has been accomplished the 7,734 linear feet of shelving provided will also be adequate for present needs. Standards suggest five seats per 1,000 population for those libraries serving populations between 10,000 and 35,000; San Benito County provides approximately three seats (which seems adequate at present) per 1,000 population.

C. Description of Citizen Opinion Survey[4]

Mail Sample

Questionnaires were mailed to all households in San Benito County (approximately 7,600) to determine citizen information needs.[5] The data obtained has already been used in developing recommendations in this survey; however, it will be of even more value in future planning for San Benito County library service.

Responses were received from 740 citizens (9.7%). The largest response came from individuals in the 25-44 (44%) and 45-64 (30%) age ranges.

Hollister area residents accounted for 77% and San Juan Bautista 13% of the responses.

The bulk of the responses fell into the following occupational categories: 27% professionals, 22% homemakers, 16% clerical workers and 12% retired.

36% of the respondents have a high school education, 35% a college education, 21% have engaged in graduate study and 7% have finished elementary school.

2% of the responses were written in Spanish.

Services and programs people would use were rated as follows:

51% photocopying machines
44% reference service
39% special events for children and young people
36% motion picture film programs
34% lists of materials on various topics
31% speakers or programs on various topics
24% meeting rooms for local organization use

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[4] Detailed results of this survey are presented in Appendix G.

[5] A sample questionnaire is included in Appendix G.

22% typewriters or calculators

17% bookmobile stops

Citizen interest in topical information ranged as follows:

41% local history; 39% crafts; 37% consumer information and gardening; 34% medical and health care; 31% geneaology and travel; 29% news and current events; 27% home repair; 24% cooking; 21% money management, animal care, language instruction; psychology and agriculture; 19% auto repair; 18% games and sports and ecology; 15% religion; and 13% job hunting and sociology.

Only 10% of the respondents indicated they had not visited a public library during the last year. The remainder of responses were 1-6 times - 20%; 6-12 times - 21%; and 35% over 12 times; 14% did not respond to this item.

In response to the distance they lived from the nearest library in San Benito County, 67% answered less than 5 miles, 17% 5-10 miles, 4% 10-15 miles, 4% over 15 miles and 8% did not respond to this item.

In response to the question concerning how selected topics affect library usage the percentages were as follows:[6]

location	POSITIVE	NEGATIVE
Location of library	42%	4%
Hours library is open	33%	15%
Your own magazine subscriptions	15%	12%
Your own book club subscriptions	9%	10%
Your own newspaper subscriptions	11%	11%
Your health	13%	4%
Weather	9%	6%
Attitude of library staff	43%	7%
Materials library has	37%	23%
Availability of transportation	12%	5%
Access into library building	21%	5%

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[6] The remainder either checked no effect or did not respond to these iter

150 citizens took the time to include additional comments of their own. Of these 25% offered favorable comments on the service they now receive, 59% suggested ideas for improved service and the remaining 16% commented upon the questionnaire format and content and personal reasons for their limited use of library resources.

The following selected quotes were taken directly from questionnaires:

73 year old retired male
"The library services in our area are very satisfactory. The librarians are most cooperative."

34 year old housewife
"I have found the library not to have books I have wanted but most willing to send for them for me."

67 year old retired female
"We are very proud of our efficient library. The staff is always courteous, well-informed, and willing to be of service if any help is needed."

63 year old self-employed male
"The library staff have always been very friendly, helpful and cooperative to me."

52 year old housewife
"For a small town (county) library - it is very efficient."

40 year old housewife
"Library staff are very pleasant, but better trained personnel could give better service. An improved reference collection as well as a trained reference librarian are needed."

23 year old female winery worker
"Did not know where Library was until I asked someone!"

36 year old male teacher (listed under other as negatively affecting his use of the library)
"trained librarian (lack of), organization of library materials,

children's library aide (lack of), many outdated and poorly cared for materials."

49 year old housewife (written in Spanish)
"I wish we could have a library with materials in Spanish as other places have."

34 year old male computer applications specialist (written in Spanish)
"At present books and other materials available are a detriment to the community. An inventory needs to be made considering local needs and special preferences listed in this survey so that service may be improved for the benefit of the entire community, particularly high school students and Gavilan College students."

42 year old male engineer
"The last 3 times I have traveled to Hollister for library service, it was closed. Just don't know what the hours are. Apparently I have guessed wrong, so far. Have had to go to Gilroy because they are consistently open, and I don't waste time and gasoline - and I usually find what I am looking for. Many times in using Hollister Library, books are ancient. That is OK for some things such as ranch buildings, but not much use for present technology in farm animals, and the like. Provide more current literature before adding the extras."

39 year old housewife (listed under other as negatively affecting her use of the library)
"lack of current books and lack of staff who knows how to help."

56 year old male manager
"Hollister is very poorly stocked with books, magazines. Very little information on agriculture (orchards). As a new resident I found the library inadequate, disappointing. Nice building,

though - but not much in it!"

25 year old female teacher
"I usually do not find what I am looking for and have just about given up going to the library. Our library is very outdated, by this I mean most of the materials were published so long ago that most of the text doesn't even apply any more. We also need reference materials on the local area, and a copy machine in the library."

29 year old male farmer
"How about a cooperative service with other districts so material could be ordered and borrowed from a wider selection?"

High School Sample

A separate set of questionnaires (1500) was given to the San Benito Joint Union High School in order to gather additional input for future library program planning. Responses received totalled 864 (57.6%).

3% of the responses were written in Spanish.

Services and programs students would use were rated as follows:

49% typewriters or calculators
44% motion picture film programs
39% photocopying machines
34% special events for children and young people
27% reference service to locate information
22% lists of materials on various topics
16% meeting rooms for local organization use
14% speakers or programs on various topics
13% bookmobile stops

Student interest in topical information ranged as follows:

47% games and sports; 46% how to find a job; 39% auto repair; 33% crafts; 30% travel; 29% how to manage money;

27% home repair and construction; 26% news and current events; 25% cooking and your family tree/genealogy; 23% animal care;and agriculture; 20% medical and health care; 17% local history and gardening; 15% consumer information, psychology and ecology; 12% language instruction; 10% sociology; and 7% religion.

Materials available for loan were rated as follows:

44% tapes and cassettes; 41% books, pamphlets and other printed material; 38% tape players; 37% magazines and newspapers and motion picture films, filmstrips, slides; 28% film projectors; 26% phonograph records; 21% music scores and sheet music; 16% foreign language materials; 15% material for the blind or physically handicapped; and 13% art prints.

Only 18 students included additional comments of their own. All of the comments reflected suggested improvements; the following selected quotes were taken directly from questionnaires:

15 year old female
"The library should get newer, more up-to-date books."

16 year old male
"My main problem is that by the time athletic practice is over, the library is closed. It is also closed weekends and holidays."

18 year old female
"1. Our library should have more magazines that are listed in the Reader's Guide. When I find an article I need for reference they never have the magazine (especially

science).

2. Books should be updated, most reference books are at least 10 or more years old and are not that accurate today."

15 year old female

"Students should be let freely into adult book section for school research purposes."

D. Comments concerning the citizen opinion survey.

Statistics concerning mail questionnaires have shown that they are best responded to by persons with a considerable amount of education (i.e. even many college graduates have little facility for writing, and of those who do, few have the patience or motivation to write as fully as they might speak). Given this fact as well as suggested criteria for questionnaire design, the San Benito County Library questionnaire was designed to be short answer, easy to fill out, simple to return, sponsored by a group known by the community, and presented in a context that would motivate the respondent to cooperate in returning the questionnaire. However, even under the best of circumstances a 10% return is normal; San Benito's response was 9.7%. People who do return them are most likely to be the less mobile (and thus more likely to have actually received the questionnaire), the more interested and the more literate segments of the population.

In looking at the San Benito responses it is evident that the above mentioned factors had an influence on the results. Even though the majority of county residents (according to the 1970 census) have less than a high school education, only 7% of the respondents fell into this educational level. Although 44.9% of the population of the county is Spanish surnamed, only 2% of the responses were actually completed in Spanish and only 16% of the respondents indicated Spanish as the language they most commonly use. (The relationship between Spanish surname and Spanish language use is a matter of speculation.)

Information of interest concerning the 10% of the respondents who indicated they had not visited a public library (i.e. the nonusers) follows:

age breakdown

under 18	0
18-24	6%
25-44	30%
45-64	32%
over 65	29%
no answer	3%

education

elementary	18%
high school	31%
college	34%
graduate study	12%
no answer	5%

92% lived less than 11 miles from the nearest library in San Benito County.

Those respondents who specified why they did not use the library indicated the following as negatively affecting their library usage:

Location of the library	5%
Hours the library is open	4%
Your own magazine subscriptions	14%
Your own book club subscriptions	10%
Your own newspaper subscriptions	12%
Your health	4%
Weather	3%
Attitude of library staff	1%
Materials library has (books, etc.)	12%
Availability of transportation	5%
Access into library building	1%
Parking	3%

The responses submitted written in Spanish fell into the following categories:

age

under 18 - 0
18-24 - 8%
25-44 - 54%
45-64 - 38%
over 65 - 0

education

elementary - 47%
high school - 15%
college - 23%
graduage study - 15%

All of the Spanish language respondents lived less than five miles from the nearest library in San Benito County.

23% had not visited a public library during the last year. The only reasons indicated for the non use were lack of transportation and an individual book club membership.

What is clear is that overwhelmingly the respondents do represent the traditional base of library use and support - the ones who are oriented to education, community, and career development. And that although many find things they like about the library, most clearly would like the library to be more responsive than it is in collections, hours, and services.

E. San Juan Bautista Library Service

Description

The city of San Juan Bautista has maintained a library since 1905. The city library maintains an affiliation with the county library, but remains a separately funded and administered library operation.

The library director is directly responsible to the City Council. The library is supported by a 10¢ library tax as well as additional monies from the city general fund. The Library Auxiliary, which functions as a Friends of the Library organization, also contributes funds to supplement the library budget. In FY 1973-74, library expenditures totaled $2,602. No more than $200 per year is spent for the purchase of new materials.

The library has available for use approximately 4,000 volumes. A monthly temporary loan book rotation service is supplied by the county library; this provides forty books each month. Library hours are Monday and Friday 2-6 and Wednesday 2-6, 6:30-8:30 (12 hours per week). During FY 1973-74 the total materials circulation was 3,310.

The library employs a library director and a janitor. The library director has not received regularized in-service training in providing library service.

The library is located within walking distance of the central business district. The building occupies 320 square feet with seating available for 12.

Evaluation

The efforts of San Juan Bautista in providing local library service for its residents are certainly commendable. The library director is dedicated, hard working and enthusiastic, and the Library

Auxiliary is most supportive of the library. However, it is obvious that the present financial support is not sufficient to provide adequate library service for residents of San Juan Bautista.

Even though public demand has led to the support of the present facility, and the possibility of an enlarged facility in the not too distant future, this is not the most efficient nor effective means of providing library service for the residents of San Juan Bautista.

Unless ample resources, or a good-sized budget for both staff and materials is provided, a fixed facility is not the best solution. Bookmobile service would provide the most effective and efficient library service for San Juan Bautista. A bookmobile has the advantage of mobility. It can give service in a number of areas; locations which prove unsuccessful can easily be changed. If demographic conditions alter so can the bookmobile's stops. A bookmobile can provide as many or more volumes than San Juan Bautista now owns and they would be a lively current collection, continuously renewed.

Recommendations

In its decision making concerning library service for San Juan Bautista, the first question is will the San Benito County Library provide bookmobile service? Without question county-wide bookmobile service is the most cost-effective way of meeting San Juan Bautista's library service needs. In this case the City of San Juan Bautista should if at all possible not maintain a fixed facility for public library service.

If the City has not yet done so, it should explore whether the conditions of the Luck estate can be satisfied if other than basic public library service is provided in the new building. (e.g. Would it be satisfactory to have a small library limited to local history purposes, which would in effect be the museum's library? This would need only a few dollars a year for collection maintenance, and staffing could be an easy additional responsibility for the museum attendant. Or would it be satisfactory to have a library as a museum display, showing what a small public library was like in the early days of San Juan Bautista?)

It is evident that in any case San Juan Bautista would benefit by membership in the South Bay Cooperative Library System (see reasons outlined in section V), and consolidation with the San Benito County Library. Consolidation would provide uniform service county-wide and more effective use of the San Juan Bautista library tax dollar paid into the county library fund. If the County does not provide bookmobile service and San Juan Bautista continues to maintain a fixed facility, it is recommended that the City retain responsibility for its maintenance. The County should provide personnel and collection resources.

V. Interlibrary Cooperation

Citizens need similar library resources whether they live in cities, suburbs or rural areas. They have wide interests and the ability to use information to improve their way of life. They benefit from the services of skilled librarians who can anticipate and locate information they desire, and guide them in using and interpreting resources wherever they choose to live.

Although the needs of citizens in rural areas are similar to those of more populous areas, the financial resources are frequently inadequate to provide the wide range of materials and services of specialized staff to meet those needs.

For over a decade California public libraries have demonstrated the practicality of cooperative library systems in all sorts of situations. Libraries, as members of cooperative library systems working together, can share their services and materials and thereby enrich the resources available to their communities and meet the full needs of their users.

Libraries which cannot maintain minimum service standards must weigh the advantages of remaining independent against the needs of the community. When citizens are not clearly better served by the library working alone, some degree of autonomy must be sacrificed. When a jurisdiction with substandard library service fails to reach out to joint action with other libraries, citizens of the area suffer.

A local library upon joining a library system assumes a new role - being the vital link connecting the user with the full resources of the system and through the system to resources of the state and nation. The local library is neither weakened nor eliminated; its system membership enables it to bring to its community resources and services previously unattainable.

The South Bay Cooperative Library System consists of five member libraries - Santa Clara County and the Cities of Mountain View, San Jose, Santa Clara and Sunnyvale. The system offers its members the following benefits:

1. Equal access - access to all of the services offered by each individual member library are available to all residents of the area served by the system. Examples of services offered are: depository collection of California State publications, foreign language collections, special subject collections, film collections, filmstrips and slides, extensive phonograph record collections, sheet music, paintings, original and reproductions, and special programs for children and adults.
2. Interlibrary loan - member libraries use teletype machines for rapid communication to request materials for their users. Member libraries receive requested material by means of a coordinated delivery system.
3. Interlibrary reference - member libraries forward questions they cannot answer adequately to the system reference headquarters located at the San Jose Public Library. The System purchases reference materials member libraries could not individually afford.
4. In-service training - the System sponsors training programs at which staff can acquire new skills and keep abreast of new developments.
5. Special projects - the System is eligible to receive federal funds for the demonstration of new services (e.g. outreach to senior citizens, shut-ins and the handicapped, literacy program, cable television).

As a member of the South Bay Cooperative System[1] San Benito County Library would benefit from those system services. The library would be able to offer county residents access to a wider range of materials and services.

Requirements for system membership are listed in Education Code secs. 27111-27146. Principal requirements are:

a. tax rate support of $2.50 per capita (San Benito in 1974/75 reported an equivalent rate of $2.36)(sec. 27131 (f)).

b. maintenance of effort, that the rate for a given year not be lower than the preceding year (sec. 27131 (g)).

c. allowing residents of other member jurisdictions within the same system, to use San Benito County Library on the same basis as San Benito residents (sec. 27131 (a)).

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[1] In recommending cooperative library system membership for the San Benito County Library, the Monterey Bay Area Cooperative Library System was also considered. Both systems would offer enriched resources to San Benito County; however, for the following reasons the South Bay System is recommended:

San Benito County Library and Santa Clara County Library (a member of the South Bay System) already have a reciprocal borrowing agreement.

Santa Clara County Library administers the Gilroy Library located only 13 miles from Hollister. Many San Benito County residents shop in Gilroy.

The South Bay System offers larger and richer resources than the Monterey Bay System.

VI. CONCLUSION.

Alternative Plans

Three alternatives are presented. An approximate tax rate is included with each using the current San Benito County rule of thumb that each cent raises $8,500. The first two alternatives (Plans A and B) provide for the desirable improved library service for the residents of San Benito County. They both propose bookmobile service, as it is the best means of supplying library service in areas of sparse population density.

All three alternatives assume that San Benito County Library will become a member of the South Bay Cooperative Library System. The rationale for membership in a library system is discussed in Section V.

Plan A (Recommended)

This plan suggests a contractual agreement with Santa Clara County.

In considering this alternative these points are of primary interest:

1. This plan would extend resources available in San Benito County by making available through contract the resources of an established materials collection organized and ready for almost immediate use. Due to economies of scale, the same funds would provide more materials available for use more quickly.

2. Contractual service would provide access to services and materials which would be prohibitive for San Benito County to provide alone (e.g. book catalog, film collection, expertise of many librarians trained in a variety of subject areas, delivery service).

3. Contractual service would enable San Benito County to avoid the responsibility of purchasing, operating and staffing a specialized vehicle.

Personnel (descriptions of these positions are found in Appendix I)

1	Library Director	$16,000	
1	Children's Librarian	14,000	
1	Reader's Advisor	13,000	
1	Library Assistant	9,500	
2	Library Clerk II	16,000	($8,000 each)
1	Library Clerk I	7,000	
		$75,500	
	Fringe benefits (15%)	11,325	
		$86,825	
	Part-time help	3,000	
		$89,825	

Materials

Print and nonprint	$15,000
Periodicals	1,200

Operating Expenses

Contract Services	
Administrative	$15,000
Bookmobile	$25,000

Equipment

Miscellaneous	$ 500
Total	$146,525

Approximate tax rate - 17¢

Plan B

Should San Benito County wish to provide library service without contractual agreement with another library, the following expenditure for service is recommended.

In considering this alternative these points are of primary interest:

1. All library employees would be on the county payroll, including bookmobile staff (driver clerk and a library assistant).
2. All materials in the library will be purchased, owned and permanently housed by San Benito County.
3. Fewer and less diverse materials will be available to residents of San Benito County.
4. San Benito County would be solely responsible for purchase, operation and maintenance of the bookmobile.

Personnel (descriptions of these positions are found in Appendix I)

1	County Librarian	$18,000	
1	Children's Librarian	14,000	
1	Reader's Advisor	13,000	
2	Library Assistant I	19,000	($9,500 each)
1	Bookmobile Driver Clerk	8,000	
1	Library Clerk II	8,000	
2	Library Clerk I	14,000	($7,000 each)
		$94,000	
	Fringe benefits (15%)	14,100	
		$108,100	
	Part-time help	3,000	
		$111,100	

Materials

Print and Non-print	$20,000
Periodicals	1,200

Operating Expenses

Supplies, travel, publicity	1,000
Bookmobile maintenance	5,000

Equipment

Bookmobile	45,000*
Miscellaneous	500
Total	$183,800

**Approximate tax rate - 19¢

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*This is a first year capital outlay expenditure. A well maintained bookmobile generally will provide 10-15 years of service.

**Tax rate does not include $20,700, the County Librarian's salary, as it must be taken out of general funds (Education Code 27207).

Present Service Level

This alternative would leave existing library service in San Benito County essentially as is.

In considering this alternative the following points are of primary interest:

1. Library service in San Benito County would remain passive rather than play an active role in the community.
2. The service would not be upgraded to better respond to the needs of county residents.

Of course, San Benito can continue with its existing untrained personnel and effect some minor improvements, especially in light of membership in the South Bay Cooperative Library System. Possible improvements include: a) the system could provide professional assistance with the development of selection and weeding criteria; b) the library could install a copier, and rearrange its hours open to respond to citizen requests as noted in appendix G; c) the borrowers file could be made current; d) a Friends of the Library organization could be established; and e) The Board of Supervisors could establish a permanent advisory group.

However, it is unlikely that the above could make a significant change in the ability of the library to respond to the needs of San Benito County residents.

Decisions

The steps that are to be taken next are discussed below. They are independent of each other, but all are necessary for creating vital library service for San Benito County.

DECISION I

Join the South Bay Cooperative Library System. The application must be received and approved by the System and transmitted to the California State Library by September 30 of any given year. Funds awarded to the System for its new member become effective July 1 of the year following (e.g. if the San Benito County Library, the San Juan Bautista Library, or both, join the South Bay System by September 30, 1976, the System would receive additional funds for expenditure in the fiscal year beginning July 1, 1977.)

For each new member the system receives $10,000 annually for each of the first two years under existing State law. This money is used by the system to help it and the new member mesh their services. The System in addition receives added ongoing per capita grants for its increased population.

Both San Benito County Library and San Juan Bautista Library should independently apply for membership in the system. If the two libraries consolidate after they have separately joined the system, the newly consolidated library (i.e. the enlarged San Benito County Library) will receive a minimum of $10,000 annually for each of two years under existing State law.

DECISION II

Improve the services of the San Benito County Library by adopting recommended Plan A or alternative Plan B. According to whether Plan A or B is chosen, hire a library director and contract for service with Santa Clara County, or hire a San Benito County Librarian. Assign that person the initial task of drawing up a plan to implement the recommendations in this study.

DECISION III

Establish a separate tax rate for the San Benito County Library as outlined in Section IV-B. Note: if San Juan Bautista retains administrative and fiscal control of its library, a separate county library tax may not be levied in San Juan Bautista.

DECISION IV

Ascertain the relationship of the San Juan Bautista Library to the San Benito County Library service program.

(a) It is likely that if the county does not choose to provide bookmobile service, then San Juan Bautista will provide its public library service from the new museum building.

(b) If the county does decide to provide bookmobile service, then the county must learn to what extent, if any, San Juan Bautista wishes to utilize the new building for public library service (see Section IV-E).

DECISION V

Apply for federal funds to the California State Library. The funds would assist the county in initial implementation of either Plan A or B. A California State Library consultant will assist the county in writing an application. Of course, there is no guarantee at this point that funds will be available, or awarded if available.

DECISION VI

Appoint a permanent advisory committee for the San Benito County Library (see discussion in Section IV-B).

Concluding Remarks

Although San Benito County has shown its concern by providing library service for over fifty years, it is evident that limited fiscal support has prevented the library staff from giving responsive service.

San Benito County Library has a solid foundation of resources, collection and personnel, upon which it can continue to build. The county also has the fiscal ability to support library service at a responsive level. Of course, this report will need extensive study and discussion and, decisions will not come overnight. The California State Library remains ready to provide additional assistance in San Benito County's efforts to respond to the library and information service needs of its residents.

With continuous community input and support from an advisory group and a Friends of the Library organization, and with professional direction and an adequate financial base, San Benito County can make significant improvements in its library service.

It is now up to San Benito County decision makers - both its Board of Supervisors and its citizens.

A-A-1

Appendix A - Request for Survey.

Board of Supervisors
SAN BENITO COUNTY
ROOM 204, COURT HOUSE
HOLLISTER, CALIFORNIA
95023
TELEPHONE 637-4641

March 18, 1975

San Benito County
Board of Supervisors
Hollister, Ca. 95023

Upon the motion of Supervisors Herman Botelho and seconded by Supervisor John Vassalo and carried by unamious vote of the board of supervisors it was approved, towit:

Said Board of Supervisors recognizes the need for a study of the San Benito County Library.

Said Board of Supervisors desires said study.

Said Board of Supervisors would and will give serious consideration to effecting changes as a result of said study, should alternative reconendations prove feasible.

Above minute order of the Board of Supervisors of San Benito County are hereby attested to by:

Donald P. Lowes.
CLERK OF THE BOARD.

Appendix B - Information on Advisory Committee

Committee Makeup

The San Benito County Board of Supervisors appointed the following committee members:

Name	Representing	Occupation
Patrick Bates	County government	Administrative Asst. to the Board of Supervisors
Kathryn Dooling	County Library	Library director
Carol Fish	Grand Jury Education Committee	District administrativ aide to Assemblywoman Egeland
Jane Hammond	South County	Homemaker
Jane Herbert	Grand Jury Education Committee	Homemaker
Marian Hublit	San Juan Bautista	Businesswoman
Ruth Huston	Grand Jury Education Committee	Bookkeeper
Marian Pearce	Hollister	City Editor, Hollister Free Lance
George Shore	County government	County Supervisor

Purpose and function

The Advisory Committee provided continuous input for the survey concerning the library and the community.

They functioned as local survey contact people and established local communication channels for information about the survey and its purpose.

Their knowledge proved invaluable in designing and publicizing the citizen opinion survey.

Activities

The consultant met with the committee as a whole at 7 general meetings.

Samples of communications to the community designed by the consultant and the committee are appended.

Tours of nearby libraries and bookmobile stops, and general information on public library service in California, added to committee members' ability to assess and evaluate their local library service. Committee members received copies of the following items:

News Notes of California Libraries, winter 1972
California Library Laws
*Quick Guide to Assesing Library Services
Packet of material describing Santa Clara County Library Services
**Preprint--FY 1974/75 statistics for public libraries serving populations of 10,000 to 25,000 people.

A few Advisory Committee members took the time to comment upon their involvement with the survey as follows:

> "I have been very pleased with the Library survey. It has become even more evident over the past months that a professional consultant was most important for an objective view of present services and for formulation of future possibilities....The library tour was of great value. It really helped to see some of those 'future possibilities' in action, especially the Gilroy Library, which can someday offer increased library services to its residents....."

> "I found my association with the survey group both pleasant and enlightening....."

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*See sample appended.
**See Appendix F.

A-B-3

CALIFORNIA STATE LIBRARY
LIBRARY-COURTS BUILDING • P.O. BOX 2037 • SACRAMENTO, CALIF. 95809

LIBRARY DEVELOPMENT SERVICES
TELEPHONE (916) 445-4730
TWX 910-367-3553

FOR IMMEDIATE RELEASE February 17, 1976 Contact Gail McGovern
Library Consultant

San Benito County residents will have an opportunity to tell the County Board of Supervisors what their information needs are in a survey to be conducted for the county by the California State Library.

An information questionnaire, pertaining to use and services of the San Benito County Library, will soon be mailed to every household. The questionnaire will be printed in both English and Spanish languages, and should be returned in the enclosed prepaid envelope by March 19.

The survey will give all county residents an opportunity to express opinions on the type and extent of information services which are most important to them. Responses to the questionnaire will be tabulated at the State Library and incorporated into a report with recommendations which the state will submit to the Board of Supervisors.

The Board has appointed a Survey Advisory Committee to work with the State Library comprised of: Patrick Bates, Kathryn Dooling, Carol Fish, Jane Hammond, Jane Herbert, Marian Hublit, Marian Pearce, and George B. Shore.

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A-B-4

CALIFORNIA STATE LIBRARY
LIBRARY-COURTS BUILDING • P. O. BOX 2037 • SACRAMENTO, CALIF. 95809

CALIFORNIA STATE LIBRARY

LIBRARY DEVELOPMENT SERVICES
TELEPHONE (916) 445-4730
TWX 910-367-3553

ANUNCIO INMEDIATO 26 de febrero de 1976

Contacto:
Yolanda J. Cuesta,
Consultante

Los residentes del Condado de San Benito tendrán la oportunidad de expresar sus opiniones sobre los servicios bibliotecarios que necesitan y desean. Un cuestionario refiriendos a los servicios y uso de la Biblioteca del Condado de San Benito ha sido enviado a cada domicilio en el condado. El cuestionario ha sido preparado en inglés y en español y debe ser regresado en el sobre incluído antes del día 19 de marzo de 1976.

El cuestionario forma parte de un estudio completo que será conducido por la Biblioteca del Estado de California para asistir al condado en formular un plan de servicios bibliotecarios que responda a los intereses de la comunidad. Respuestas al cuestionario serán tabuladas e incorporadas en un reporte con recomendaciones que sera preparado por el estado y presentado a la Junta Administrativa del Condado.

Una Comisión de Consejo para asistir en el estudio ha sido nombrada por la Junta Administrativa del Condado. Miembros de la Comision incluyen: Patrick Bates, Kathryn Dooling, Carol Fish, Jane Hammond, Jane Herbert, Marian Hublit, Ruth Huston, Marian Pearce, and George B. Shore.

# # # # # #

A-B-5

CALIFORNIA STATE LIBRARY
LIBRARY-COURTS BUILDING • P. O. BOX 2037 • SACRAMENTO, CALIF. 95809

LIBRARY DEVELOPMENT SERVICES
TELEPHONE (916) 445-4730
TWX 910-367-3553

February 20, 1976

Dear Organization President,

As you know, citizen opinion surveys are an important means by which local governments obtain feedback on public services. The information collected is very useful in setting priorities for resource allocation and assessing existing programs.

The California State Library is currently conducting a survey pertaining to use and services of the San Benito County Library for presentation to the Board of Supervisors.

An information questionnaire will soon be mailed to every household in the county. This questionnaire should be returned in its prepaid envelope by March 19, 1976. If a household has inadvertently been missed, additional questionnaires will be available at the San Benito County Library. Questionnaire responses will be tabulated at the State Library and incorporated into a report with recommendations which the State Library will then submit to the Board of Supervisors.

We are contacting you and other community leaders in order to help us obtain as wide a variety of responses as possible. Please encourage members of your organization to return their questionnaires.

Thank you for your help.

Sincerely,

Survey Advisory Committee

Members: Patrick Bates, Kathryn Dooling, Carol Fish, Jane Hammond, Jane Herbert, Marian Hublit, Ruth Huston, Marian Pearce and George B. Shore.

A-B-6

CALIFORNIA STATE LIBRARY
LIBRARY-COURTS BUILDING • P. O. BOX 2037 • SACRAMENTO, CALIF. 95809

LIBRARY DEVELOPMENT SERVICES
TELEPHONE (916) 445-4730
TWX 910-367-3553

27 de febrero de 1976

Estimado Presidente,

Estudios de la comunidad son muy importantes para obtener las ideas y opiniones de los residentes sobre diferentes servicios públicos. La información obtenida en estos estudios sirve para asistir a sus oficiales en formular programas de servicios para la comunidad.

La Biblioteca del Estado de California presentemente está conduciendo un estudio de los servicios y el uso de la Biblioteca del Condado de San Benito. Una parte de este estudio consiste de un cuestionario que será enviado a cada domicilio en el condado. El cuestionario le dará a usted la oportunidad de expresar sus ideas y opiniones sobre la clase de servicio que usted necesita y espera de su biblioteca. Respuestas al cuestionario serán tabuladas por la Biblioteca del Estado e incorporadas en un reporte de recomendaciónes que será presentado a la Junta Administrativa del Condado de San Benito.

Por medio de esta carta queremos pedir su ayuda para obtener una gran variedad de respuestas. Por favor aníme a los miembros de su organización a que respondan al cuestionario.

Mil gracias por su cooperación.

Sinceramente,

Comision de Consejo
Estudio de la Biblioteca del Condado de San Benito

February 27, 1976

Dear Supermarket Manager,

A survey of information needs of San Benito County residents is now being conducted by the California State Library. A questionnaire (see sample enclosed) is being mailed to every household in the county. Questionnaire responses will be tabulated and incorporated into a report with recommendations, which will be submitted to the San Benito County Board of Supervisors.

We are contacting you and other community leaders in order to help us obtain as wide a variety of responses as possible. Please return your questionnaire and encourage your customers, friends and neighbors to do the same.

Enclosed are 100 copies of a letter to San Benito County residents designed to encourage their participation. We would be most appreciative if you could post a copy if space is available, and have the other copies available for individuals to pick up while visiting your supermarket.

Thank you for your help.

Sincerely,

Survey Advisory Committee

Members: Patrick Bates, Kathryn Dooling, Carol Fish, Jane Hammond, Jane Herbert, Marian Hublit, Ruth Huston, Marian Pearce and George B. Shore

GM:pl

Enclosures

A-B-8

February 27, 1976

Dear Bank Manager,

A survey of information needs of San Benito County residents is now being conducted by the California State Library. A questionnaire (see sample enclosed) is being mailed to every household in the county. Questionnaire responses will be tabulated and incorporated into a report with recommendations, which will be submitted to the San Benito County Board of Supervisors.

We are contacting you and other community leaders in order to help us obtain as wide a variety of responses as possible. Please return your questionnaire and encourage your customers, friends and neighbors to do the same.

Enclosed are 100 copies of a letter to San Benito County residents designed to encourage their participation. We would be most appreciative if you could post a copy if space is available, and have the other copies available for individuals to pick up while visiting your bank.

Thank you for your help.

Sincerely,

Survey Advisory Committee

Members: Patrick Bates, Kathryn Dooling, Carol Fish, Jane Hammond, Jane Herbert, Marian Hublit, Ruth Huston, Marian Pearce and George B. Shore

GM:pl

Enclosures

CALIFORNIA STATE LIBRARY
LIBRARY-COURTS BUILDING
P. O. BOX 2037
SACRAMENTO, CA 95809

February 27, 1976

Dear Resident of San Benito County,

As you know, citizen opinion surveys are an important means by which local governments obtain feedback on public services. The information collected is very useful in setting priorities for resource allocation and assessing existing programs.

The California State Library is currently conducting a survey pertaining to use and services of the San Benito County Library for presentation to the Board of Supervisors.

An information questionnaire will soon be mailed to every household in the county. This questionnaire should be returned in its prepaid envelope by March 19, 1976. If a household has inadvertently been missed, additional questionnaires will be available at the San Benito County Library. Questionnaire responses will be tabulated at the State Library and incorporated into a report with recommendations which the State Library will then submit to the Board of Supervisors.

Please help us by returning your questionnaire and encouraging your friends and neighbors to do the same.

Thank you for your help.

Sincerely,

Survey Advisory Committee

Members: Patrick Bates, Kathryn Dooling, Carol Fish, Jane Hammond, Jane Herbert, Marian Hublit, Ruth Huston, Marian Pearce and George B. Shore.

* * * *

27 de febrero de 1976

A-B-10

CALIFORNIA STATE LIBRARY
LIBRARY-COURTS BUILDING • P.O. BOX 2037 • SACRAMENTO, CALIF. 95809

LIBRARY DEVELOPMENT SERVICES
TELEPHONE (916) 445-4730
TWX 910-367-3553

Compiled by Gail J. McGovern
February 1976

QUICK GUIDE TO ASSESSING LIBRARY SERVICES *

I. Building location, convenience and appeal

1. Is there a community directional sign for the library?
2. Is the building at street level on a site convenient for the public? Is there easy access for the handicapped?
3. Is the outside appearance inviting and in good repair?
4. Is there a book slot or box for return of materials when the library is closed?
5. Does the library have an attractive sign giving its name and hours open?

II. Physical organization and attractiveness of interior

1. Is the interior of the library inviting, functional and in good repair? Are facilities provided for handicapped use? (bathroom, telephone, drinking fountain, etc.)
2. Is suitable and adquate work space for staff provided?
3. Is suitable and adequate reading room and listening and viewing space provided? (for adults, young adults, children, handicapped, etc.)
4. Is the furniture functional, pleasing in appearance and in good condition?
5. Is the building comfortable as to noise, lighting, heating and air-conditioning as required by the climate?
6. Is there an attractive well-placed public bulletin board and display area?
7. Is there provision for new technology? (cable tv, reading machines, etc.)

*NOTE: When visiting different areas on vacation, check out the libraries using this list. Also, ask the staff what they do not like about the present facility and what changes they would suggest if they could start from scratch.

QUICK GUIDE TO ASSESSING LIBRARY SERVICES

III. Ease of use

1. Is the staff enthusiastic, efficient, and friendly?
2. Is the library open an adequate and convenient number of hours?
3. Are the collection and services easy to find and adequately labelled? (reference and advisory services, lists, exhibits, displays of materials, etc.)
4. Is the catalog easy to find and use? Are labelling and directions on use easy to find and understand?

IV. Materials and services

1. Does the library provide a variety of materials to serve the needs and interests of all ages? (books, pamphlets, magazines, records, tapes, films, etc.)
2. Is the quality and attractiveness of the materials maintained by regular weeding of worn-out, unused and out-of-date materials?
3. Does the library serve all parts of the community -- geographic, educational, occupational, social, etc.?
4. Does the library serve as a community information center as well as a source of recreational materials?
5. Is assistance given to clubs and organizations in program planning? Is meeting space with facilities available? (projectors, sound equipment, etc.)
6. Does the library provide programs for all segments of the community? (story hours, reading programs, films, lectures, exhibits, displays, etc.)
7. Does the library provide extension service to citizens unable to use conventional facilities? (hospitals, shut-ins, jails, etc.)
8. Does the library cooperate with other libraries to provide additional materials and services to the community? (interlibrary loan, membership in a library system, contractual service agreements, school cooperation, etc.)
9. Does the library continuously let the community know of its services through regular and frequent use of the media and other public relations programs?
10. Does the library make use of the consultant and advisory service of the state library agency?

Appendix C - Work Plan.

SURVEY OF COUNTY LIBRARY SERVICE

SAN BENITO COUNTY

REVISED WORK PLAN

Sequence of events

March 1975	Survey requested by San Benito County Board of Supervisors
April 1975	Survey Advisory Committee appointed by San Benito County Board of Supervisors
May 1975	Preliminary meeting - survey consultant and Advisory Committee
June 1975	Preliminary meeting - survey consultant and San Benito County Library staff
August 1975	Consultant work plan draft submitted to Advisory Committee for input and reaction
September 1975-June 1976	Continuous communication and progress reporting between consultant and Advisory Committee Continuous communication between Advisory Committee and community
September 1975-January 1976	Literature search by consultant
February - March 1976	Assessment of San Benito County information needs Descriptive study of existing San Benito County Library service
April 1976	Development of alternatives and recommendations by survey consultant
May 1976	Review of draft survey report by Advisory Committee Presentation of final survey report to San Benito County Board of Supervisors
May - June 1976	Review and evaluation of survey report by San Benito County Board of Supervisors

	Event Description
September 1975-June 1976	Continuous communication and progress reporting between consultant and Advisory Committee This will include written and verbal communication as needed as well as regularly scheduled meetings to insure continuous input from and up-to-date information on the survey progress given to the Advisory Committee.
	Continuous communication between Advisory Committee and community This will involve members of the Advisory Committee in the establishment of a local communication channel for information concerning the survey. Such activities as media publicity, area meetings and organization talks will create an awareness of the purpose and activities of the survey as well as stimulate increased usage of existing library facilities.
September 1975-January 1976	Literature search by consultant This will include a review of documents relating to library service standards, recent surveys of existing library programs and assessing community needs.
February - March 1976	Assessment of San Benito County information needs This will involve data collection about San Benito County and its residents. Information for the development of a community profile will be gathered from census publications as well as any other related studies of San Benito County. A questionnaire will be distributed county wide to gather data on the information needs of county residents.
	Descriptive study of existing San Benito County Library service This will involve on-site data collection at the San Benito County Library, interviews with library staff and users, and information submitted in report from to the California State Library by the San Benito County Library.
April 1976	Development of alternatives and recommendations by survey consultant The consultant will develop a draft report which will be presented first to the Advisory

Committee for input and reaction and then the final report will be submitted to the San Benito County Board of Supervisors. The Advisory Committee will be aided in its evaluation of survey recommendations by a review of documents describing existing California library programs and by touring nearby jurisdictions' library facilities.

Appendix D - Sources Consulted

Standards - Citations

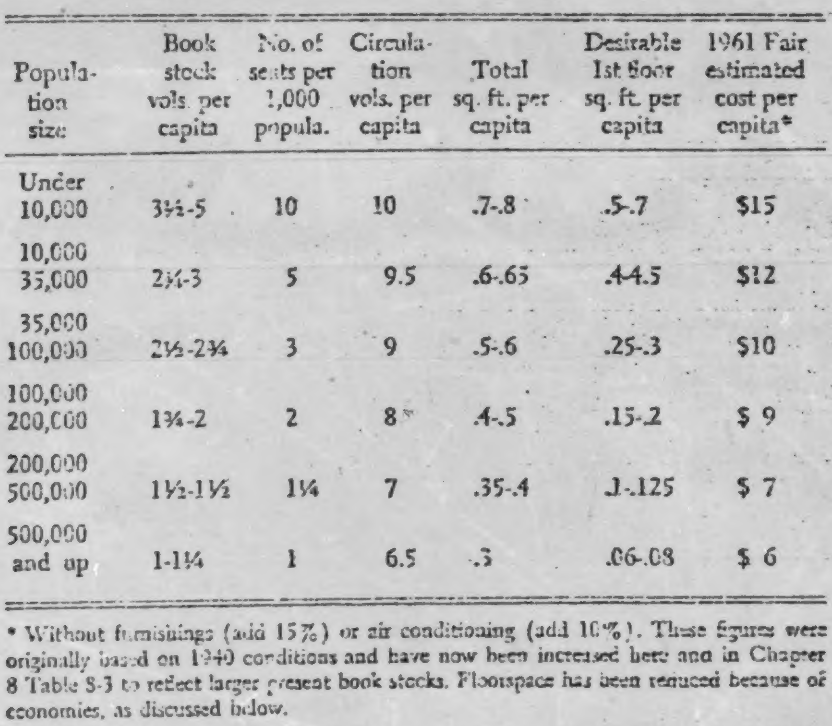
-American Library Association. Interim Standards for Small Public Libraries, 1962.

-American Library Association. Minimum Standards for Public Library Systems, 1966; with addenda, Statistical Standards, 1967.

-Martin, Lowell and Roberta Bowler, Public Library Service Equal to the Challenge of California, 1965.

-Wheeler, Joseph and Herbert Goldhor, Practical Administration of Public Libraries, 1962.

Standards - Examples



* Table 33-1. Experience Formulas for Library Size and Costs

Population size	Book stock vols. per capita	No. of seats per 1,000 popula.	Circulation vols. per capita	Total sq. ft. per capita	Desirable 1st floor sq. ft. per capita	1961 Fair estimated cost per capita*
Under 10,000	3½-5	10	10	.7-.8	.5-.7	$15
10,000 35,000	2¼-3	5	9.5	.6-.65	.4-.5	$12
35,000 100,000	2½-2¾	3	9	.5-.6	.25-.3	$10
100,000 200,000	1¾-2	2	8	.4-.5	.15-.2	$ 9
200,000 500,000	1½-1½	1¼	7	.35-.4	.1-.125	$ 7
500,000 and up	1-1¼	1	6.5	.3	.06-.08	$ 6

* Without furnishings (add 15%) or air conditioning (add 10%). These figures were originally based on 1940 conditions and have now been increased here and in Chapter 8 Table 8-3 to reflect larger present book stocks. Floorspace has been reduced because of economies, as discussed below.

*Wheeler, Joseph and Herbert Goldhor, Practical Administration of Public Libraries, 1962, p. 554.

*MINIMUM STANDARDS FOR PUBLIC LIBRARY SYSTEMS, 1966

The system headquarters, as the immediate resource for the community libraries, and as the principal library for a large segment of the general public in the area, is expected to contain a wide variety and an adequate collection of currently useful materials. This collection may be contained in one institution or it may be divided between two or more facilities when this arrangement is more appropriate.

Acquisition for all age levels and of all forms of materials should consider special interest needs of individuals and groups as reflected in their occupations, abilities, limitations, etc.

BOOKS

Titles

The headquarters should contain at least 100,000 adult nonfiction titles as a basic collection.

The headquarters should add approximately 50 percent of the new adult nonfiction trade titles published in English in the United States each year in sufficient duplication to meet needs.

The headquarters collection should have available a comprehensive collection of older as well as current fiction by American and foreign authors.

Volumes

The total system collection should own resources of at least 2 to 4 volumes per capita, and at least 2 volumes per capita in areas serving 1,000,000 population.

Maintenance of system collections

Collections should be maintained by annual additions and replacements of not less than ⅙ volume per capita in areas serving up to 500,000 population; ⅛ volume per capita in areas serving over 500,000 population.

Up to ⅓ of the volumes added annually should be for children. These should be chosen on the basis of the characteristics and needs of the area.

At least 5 percent of its annual additions should be materials of specific interest to young adults.

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*American Library Association. Minimum Standards for Public Library Systems, 1966; with addenda, Statistical Standards, 1967. pp. 42-45

PAMPHLETS

Pamphlet collections should be developed and maintained in system headquarters in order to provide materials on new or esoteric subjects which have not yet been incorporated into more conventional printed sources.

Sufficient quantities of more generally useful items should be acquired to serve system needs. Devices should be developed to provide information to participating libraries on the availability of items in this category, and community libraries should be encouraged to organize their own pamphlet collections.

PERIODICALS

At least one currently published periodical title should be available for each 250 people in the service area.

Emphasis should be given to periodicals indexed in special indexing services, but acquisitions should not be limited to these.

Headquarters collections should receive all current periodicals indexed in *Readers' Guide to Periodical Literature* and the most frequently requested items indexed in other indexing services.

Less frequently requested items should be available from a state or regional resource center.

Indexed periodicals should be retained in their original form for 10 to 15 years, preferably unbound.

Headquarters collections should replace or supplement the original form with a microtext edition.

Community libraries should not ordinarily attempt to build extensive collections of back issues of periodicals, but should depend on the headquarters collection to service their needs for these materials.

Print-out photocopy machinery should be available as needed.

INDEXING SERVICES

Headquarters collections will plan to acquire a broad range of indexing services. Access to materials in collections is simplified by consolidated indexing services, and processing units can be relieved of much duplicative effort if these devices are properly maintained. While not all indexes are extensions of the catalog, many can be considered as such.

Services which index collections

Such publications as the *Short Story Index*, *Index to Plays in Collections*, the *Essay and General Literature Index*, and *Granger's Index to Poetry* are examples of this type. These services and the materials they index will be acquired as a part of the basic collection.

Services which index by subject

Such publications as *Psychological Abstracts*, *Education Index*, *Music Index*, *Art Index*, etc., and the materials they index will be acquired as appropriate.

Services which index by form

Such publications as *Schwann's Record Catalog*, *Vertical File Index*, etc., and the material which they index will be acquired as considered appropriate.

GOVERNMENT DOCUMENTS

System headquarters will be a selective United States government documents depository or have reasonably convenient access to one in the immediate vicinity, and will acquire local, state, and international documents on a selective but systematic basis.

AUDIO-VISUAL MATERIALS

Audio-visual materials are a useful and desirable means of promoting continuing education. They are basic, independent resources in many subject areas and for many activities, rather than supplementary as they are generally considered.

The most popular forms for libraries at the present time are the conventional 16mm photographic film and 33⅓ rpm recordings. Library collections should be planned to include other speeds and other media, such as video tape, as they become available and prove appropriate.

The suggestions following are intended for system collections with access to a resource collection at the state or regional level. When a state or region maintains the basic collection of the materials, these suggestions are not applicable.

FILMS

The basic film collection for the system should consist of one title for each 1,000 population served, but no collection should be less than 1,000 titles.

Selected films should be duplicated to meet needs and to supply a film circuit for the system if such is desired.

Film collections will need replacements and additions at the rate of 10–15 percent per year.

RECORDINGS

The basic collection of recordings for the system should consist of one disc or reel of tape for each 50 people in the service area, but no collection should contain less than 5,000 discs and reels.

Selected recordings should be duplicated to meet needs and to supply rotating collections for the system, if such are desired.

Recordings will need replacements and additions at the rate of 10–15 percent per year minimum.

OTHER FORMS AND DEVICES

Other forms of materials should be acquired as needed and in keeping with Standard 38, i.

As new forms are developed, they should be acquired by the system for testing, familiarization, and evaluation. When their value appears appropriate and useful in the community library they should be added to the collection in sufficient quantity to meet needs.

Examples of these materials which should be considered at the present time would include:

Teaching machines and associated materials
Closed circuit television
Educational television
Transparencies
Slides
Filmstrips.

* part of a larger library system. But adequacy starts in the front line, at the first point of contact; there is limited value in a large library at a distance if children, students with regular assignments, and adults seeking good reading cannot get service close to home.

The community library is maintained by the local governmental jurisdiction, whether city or county. Close alliance of the agency with its immediate public officials is necessary to insure proper support and control. The nearby outlet may be a branch of a city or county library in a more populous area, or the central library itself in smaller cities and county seats.

This local outlet should be no more than ten to fifteen minutes driving time away in metropolitan areas, and thus also within walking distance for many children. Driving time refers not to ideal conditions but to elapsed time from home, to the library building, onto the parking lot, and through the library doors under usual traffic conditions. Outside concentrated metropolitan areas, the driving time may go up to 25 to 30 minutes, the time that persons living in smaller places and open country often drive to get commodities and services. In sections of very sparse population, under 25 persons per square mile, special goals and service methods should apply, as proposed in the final section of this report.

Normally local library service cannot be maintained efficiently by jurisdictions with less than 25,000 persons. We will see that the minimum or foundation program for modern library service costs well over $100,000 annually, or some $5.00 per capita for a locality of 25,000 persons. A smaller place may elect to provide its own library facilities, but will find that the cost of the minimum program cannot be reduced if local needs are to be met, and therefore the very small unit must pay a premium of $10.00 or more per capita each year.

Goals for local libraries must be high enough to enable this key agency to carry its part of the total load. The minimum program to be achieved is shown under "Program Goals." Some communities will want to exceed these criteria. These service goals are in line with both California and national standards for public library service, brought up-to-date and made to fit the present and immediately emerging service needs of California.

PROGRAM GOALS FOR LOCAL COMMUNITY LIBRARY SERVICE

A. *Materials*

1. A minimum of 30,000–35,000 book *titles* * (weeded to remove material no longer useful), of which at least 20,000 have been acquired within last ten years
2. A minimum collection of 50,000 volumes for population of 25,000, and at least two books per capita in places up to 100,000 population, 1.5 book per capita for portion of population above 100,000
3. 800–1,000 reference titles in non-circulating collection
4. Not less than 2,500–3,500 well-selected book titles currently added per year in libraries serving 25,000 people, moving to at least 5,000 titles in community libraries serving 100,000 people

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* Where a range or variation in minimum is given, the higher figure in each case applies to metropolitan areas.

*Martin, Lowell and Roberta Bowler, Public Library Service Equal to the Challenge of California, 1965, p. 31-32.

5. 200-250 periodical subscriptions, most of which are indexed, and with at least one-half held in back files for five years or more
6. Selected state and federal government documents to provide information about current statistics and topics of wide interest
7. Not less than 2,000 sound recordings (with 250 added each year) in libraries serving 25,000 people, moving up to at least 5,000 recordings (and 1,000 added per year) in community libraries serving 100,000 people.

B. *Staff*

1. Minimum staff of twelve employees (full-time equivalent)
2. One employee for each 2,000 people in service area
3. At least one-third of staff holding degrees from ALA-accredited library schools.

C. *Physical Facilities*

1. Fifty square feet of space per 100 people in service area if community library is a branch library or a member of a library system; sixty square feet if library operates alone and maintains its own cataloging and processing department
2. At least one seat per 200 people up to 50,000 population; one seat per 400 people for portion of population above 50,000.

In concrete functional terms, what does a community get or gain that maintains a library at this level? Here is some idea of the way this facility would reach into and benefit a city of 25,000:

A valuable resource of 50,000 volumes or more would be maintained, with essential new material flowing in constantly to keep it current and alive

Non-book materials of several types—magazines, documents, recordings—would support this working collection of books as a community resource

Library cards would be held by about one-third of the people in the community, with over half the families holding cards and thus being enrolled in the library

200,000-250,000 volumes would go out in circulation each year, often to be read by more than one member of the family, so that the average resident would get the benefit of 12-15 books in the course of a year

Over and above the volumes circulated, almost 100,000 additional consultations of books would occur annually within the library building

35,000-40,000 information and guidance inquiries would be handled by professional staff, ranging from the request of a child for material about dinosaurs a million years ago to the request of a businessman for probable market conditions in another part of the state ten years in the future

400-500 group meetings would be serviced by a librarian and supplied with appropriate books, from the Saturday morning story hour for children to the Wednesday evening meeting of senior citizens.

General

-American Library Association. The Small Public Library: A Series of Guides for The Community Librarian and Trustee, 1962-69.

-Boyer, Calvin J. and Nancy L. Eaton. Book Selection Policies In American Libraries, 1971.

-California State Library. California Library Laws, 1974.

-Colorado Market Research Services, Inc. A Survey Of The Attitudes, Opinions And Behavior Of Citizens Of Colorado With Regard To Library Services, 1973.

-County Supervisors Association of California. California County Fact Book, 1975.

-DeProspo, Ernest R. Performance Measures for Public Libraries, 1973.

-Hellum, Bertha D. and Rose Vainstein. A Study of the Libraries of the City of Hollister and the County of San Benito, California, 1954.

-Holt, Raymond. A Master Plan for the Carlsbad City Library, 1973.

-Meyer, Robert S. and Bertha D. Hellum. The Livermore Public Library: Appraisal and Evaluation, 1975.

-Public Library Association. A Strategy for Public Library Change: Proposed Public Library Goals - Feasibility Study, 1972.

-San Benito County. Transportation Plan, 1975.

-Settlemire, Claude. Library Service Proposal for Lake County, 1968.

-Sinclair, Dorothy. Administration of the Small Public Library, 1965.

-Webb, Kenneth and Harry P. Hatry. Obtaining Citizen Feedback: The Application of Citizen Surveys of Local Governments, 1973.

Appendix E

TABLES

I. Factors relating to population and economic base - FY 1974/75.

II. Expenditures relating to library service - FY 1974/75.

III. Factors relating to accessibility of library service.

IV. Materials, a quantitative look - FY 1974/75.

V. Materials, a qualitative look.

VI. A collection profile.

VII. Services, a quantitative look - FY 1974/75.

VIII. Physical facilities.

TABLE I - Factors relating to population and economic base - FY 1974/75.

LIBRARY	Population	Assessed Value	Per capita Assessed Value	Operating Expense	Per capita Operating Expense	Equivalent Tax Rate
Gilroy *	14,000	$69,844,520	$4,989	$192,358	$13.74	n.a.
Lake	24,100	$98,275,983	$4,078	$100,713	$4.18	$.134
Lassen	18,500	$64,817,758	$3,503	$125,594	$6.79	$.203
San Benito	18,230	$94,345,214	$5,175	$ 42,978	$2.36	$.045
San Benito rank	3/4	2/4	1/4	4/4	4/4	3/3

Comments: San Benito County has the highest assessed valuation per capita of the four, yet has the lowest funds per capita allotted to library service.

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*Since Gilroy is a part of the Santa Clara County Library System these figures are approximate.

TABLE II - Expenditures relating to library service - FY 1974/75.

LIBRARY	Total Expenses	Materials Expense	Materials Per Capita	Materials % of Expenses	Salaries Expense
Gilroy	192,358	34,840	2.49	18.11	93,919
Lake	100,713	** 20,860	.87	20.71	73,308
Lassen	125,594	16,211	.88	12.91	89,981
San Benito	42,978	6,440	.35	14.98	35,786
San Benito rank	4/4	4/4	4/4	3/4	4/4

Comments: With its present level of support San Benito County cannot offer its residents the quality and variety of library service available to the residents of the other areas in the sample.

** includes expenditure for McNaughton rental service

Salaries % of Expenses	Number of FTE * Employees	Number of FTE p/2000 pop.	Number of Professional Employees	% of Professional	Per Capita Expense
48.82	11.0	1.57	3	33	13.74
72.78	9.75	.80	3	31	4.18
71.64	13.95	1.50	2	14	6.79
83.26	4.0	.43	0	0	2.36
1/4	4/4	4/4	4/4	4/4	4/4

* FTE = full time equivalent

TABLE III - Factors relating to accessibility of library service.

LIBRARY	Square miles Served	Extensions	Hours Headquarters	Total Hours	TWX *	PLSA System Member	Intertype Network Member	Number of FTE employeed	Number of FTE p/2000 pop.	Number of Professional Employees	% of Professional Employees
Gilroy	n.a.	bookmobile service	66	74	N	Y	Y	11.00	1.57	3	33
Lake	1296	bookmobile service 3 stations	59	178½	N	Y	N	9.75	.80	3	31
Lassen	4531	3 branches 7 stations	70	420	Y	N**	Y	13.95	1.50	2	14
San Benito	1392	0	58	58	N	N	N	4.00	.43	0	0
San Benito rank			4/4	4/4				4/4	4/4	4/4	4/4

Comments: San Benito offers less hours of service, less access to additional resources and less staff in number and expertise than the other libraries in the sample.

*TWX = teletype (rapid) communications.
**Lassen County is seriously considering joining a cooperative system during 1976.

TABLE IV - Materials, a quantitative look - FY 1974/75.

LIBRARY	Total Volumes	Volumes Per Capita	Volumes Added	Volumes added Per Capita	Total Titles	Titles Added	Magazine Titles	Newspaper Titles	Records	Cassettes	Film Circuit	System Member	Network Member
Gilroy	51,057	3.65	8,581	.61	n.a.	n.a.	169	8	1,525	0	Y	Y	Y
Lake	37,758	1.57	2,005	.08	n.a.	1,702	116	10	400	300	Y	Y	N
Lassen	76,975	4.16	3,368	.18	61,970	2,736	114	5	2,197	7	Y	N*	N
San Benito	47,188	2.59	1,149	.06	46,000	1,149	72	4	383	0	N	N	N
San Benito rank	3/4	3/4	4/4	4/4	2/2	3/3	4/4	4/4	4/4	3/4			

Comments: Even though there are recognized limitations in comparative statistical analyses, such a consistent pattern of low rankings by San Benito should be a cause for concern. San Benito ranks lowest in all quantitative categories except for its next to last ranking (to Lake County) in total volumes held and volumes per capita. However, it must be noted that the Lake County Library was only established in 1974 and is diligently working towards attaining minimum standards. Lake County also subscribes to the McNaughton rental program not reflected in the above figures. Also of note is the fact that San Benito holds no library system or network memberships which would make outside collections more accessible.

*see note about Lassen on p. E-3 (TABLE III)

TABLE V - Materials, a qualitative look.

LIBRARY	1974 best sellers (20)		1974 adult notable books (30)		1974 best young adult books (45)		1974 best childrens books (87)		1974 Totals (182)	
	Number in Collection	% in Collection	Number in Collection	% in Collection	Number in Collection	% in Collection	Number in Collection	% in Collection	Number in Collection	% in Collection
Gilroy	20	100	18*	60*	40*	89*	61*	70*	139	76
Lake	19	95	15	50	22	49	40	46	96	53
Lassen	20	100	20	67	27	60	53	61	120	66
San Benito	18	90	13	43	16	36	21	24	68	37
San Benito rank	4/4	4/4	4/4	4/4	4/4	4/4	4/4	4/4	4/4	4/4

Comments:

N.B. Items for the above four categories are chosen annually and published in January of the following year. 1974 was chosen for the sample to insure ordering, receipt and processing time for libraries involved in the sample.

*Gilroy, as a Santa Clara County community library, has a county library book catalog which could furnish titles not at Gilroy by daily delivery - the catalcg listings would boost * figures as follows - adult notable books 30-100%, best young adult books 45-100%, best children's books 86-99%, and total 181-99%.

(Con't. on page A-E-6)

TABLE V - Materials, a qualitative look , con't.

Comments: Although this sampling only covers outstanding items of 1974, it is a strong indicator, and the fact that San Benito Ranks last in every category should be a cause for concern. Coupled with the fact that San Benito possesses no library system or network memberships, it is difficult to escape the conclusion that the San Benito resident does not have the collections available to him/her that are enjoyed by residents of the other areas in the sample.

TABLE VI - A collection profile.

	Prior 1940				1940-49				1950-49				1960-69				1970-76			
	G	LK	LN	SB	G	LK	LN	SB	G	LK	LN	SB	G	LK	LN	SB	G	LK	LN	SB
Advertising	1	-	4	1	-	-	2	-	1	1	3	3	8	2	17	1	2	-	4	-
Africa	-	-	-	-	-	-	-	-	-	-	2	-	-	1	3	-	1	-	-	-
Agriculture - economic aspects	-	-	2	-	-	1	-	-	-	1	-	-	4	2	6	-	-	3	1	-
American fiction - hist. & crit.	-	-	-	-	1	-	-	2	-	-	3	2	7	-	13	-	-	1	4	-
Aeronautics	4	-	25	14	1	-	21	3	1	-	10	3	3	-	4	3	-	5	1	1
Astronomy	1	-	14	11	-	1	3	-	2	-	15	8	16	6	16	6	10	4	2	2
Boats and boating	2	-	4	1	-	-	-	1	1	1	6	4	7	4	6	1	2	5	2	-
Communism, U.S.	-	-	-	-	-	-	-	1	2	1	20	13	11	-	5	-	2	1	1	-
Earthquakes	-	-	2	1	-	-	-	-	-	-	-	-	6	2	5	2	1	1	4	3
Ecology	-	-	-	-	-	-	-	-	1	-	2	-	5	7	12	4	13	7	19	3
Electronic computers	-	-	-	-	-	-	-	-	-	-	-	-	2	-	1	2	-	-	1	1
Electronics	-	-	-	-	-	-	-	1	1	-	9	2	4	2	8	6	-	4	-	1
Music, American	-	-	-	1	-	-	-	2	-	-	-	-	1	-	-	2	1	1	-	-
Painting, American	-	-	7	-	-	1	-	1	1	-	2	1	1	1	2	-	4	1	-	-
Personnel Management	-	-	-	-	-	-	-	-	-	-	1	-	-	-	7	1	3	1	7	-
Public Administration	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
Retail trade	-	-	-	1	-	-	-	1	-	-	4	2	-	-	1	-	-	-	-	-
Retirement	-	-	-	-	-	-	1	-	-	-	3	4	7	2	8	1	5	7	3	3
Russia - foreign relations	-	-	1	4	-	1	13	1	1	-	11	2	8	2	4	5	-	-	-	-
Sailing	-	-	1	-	-	1	2	1	2	-	2	1	5	2	12	1	4	2	2	2
Sales Management	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-	1	-	-
Salesmen and salesmanship	-	-	-	1	-	1	-	-	-	-	4	2	4	-	4	-	1	2	4	-
Urban Renewal	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
U.S. - foreign relations	1	-	3	15	-	2	12	5	1	1	15	13	10	7	13	16	1	-	2	3
TOTAL - individual subjects	9	0	63	50	2	8	54	19	15	5	112	60	110	41	148	52	50	46	57	20

TOTAL - all subjects:

Gilroy	186
Lake	100
Lassen	434
San Benito	201

TABLE VI - A collection profile - cont.

year of publication

LIBRARY	prior to 1940		1940-49		1950-59		1960-69		1970-76		1960-1976 %	
	no.	%	no.	%	no.	%	no.	%	no.	%		
Gilroy	9	5	2	1	15	8	110	59	50	27	86	
Lake	0	0	8	8	5	5	41	41	46	46	87	
Lassen	63	15	54	12	112	26	148	34	57	13	47	
San Benito	50	25	19	10	60	30	52	25	20	10	35	
San Benito rank											4/4	

Comments: Here the four library collections were compared using a sampling methodology found in a study of the Carlsbad Library[1] (another of the libraries listed in Appendix F).

Library catalogs were checked to see the number of titles and their dates of publication in each subject area currently owned by each library.

This comparison shows San Benito County holds the lowest percentage of titles of the four libraries in the 1960-69 and 1970-76 categories. Only 35% of the San Benito County Library collection appearing in this sampling bears publication dates in the last 16 years.

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[1] Holt, Raymond. A Master Plan for the Carlsbad City Library, 1973, p. 25.

TABLE VII - Services, a quantitative look - FY 1974/75.

LIBRARY	Circulation Total	Circulation per capita	Circulation Print	Circulation Non-print	Juvenile Circulation	Juvenile %	Reference Transactions	Interlibrary Reference	Interlibrary Loans - Borrowed	Interlibrary Loans - Lent	Microfilm Reader	Photocopy Machine
Gilroy	212,236	15.16	202,251	9,985	88,720	42	20,270	861	n.a.	n.a.	Y	Y
Lake	126,033	5.23	121,155	4,878	27,998	22	8,577	516	2,400	500	Y	Y
Lassen	194,158	10.49	186,023	8,135	44,020	23	4,837	1,023	2,498	260	Y	Y
San Benito	56,122	3.08	55,810	312	15,239	27	8,289	0	22	40	N	N
San Benito Rank	4/4	4/4	4/4	4/4	4/4		3/4	4/4	3/4	3/4		

Comments: see page A-E-10.

TABLE VII - Services, a quantitative look - FY 1974/75, con't.

Comments: The very low non-print circulation reflects the limited non-print collection San Benito possesses.

San Benito ranks lowest in referring reference questions to other libraries and in interlibrary borrowing and lending. Membership in a library system and/or network enables an individual library to pass on to larger libraries those reference questions which fall beyond the scope of the local collection, and to borrow and loan library materials freely among the member libraries. The variety of ways a library user may utilize library systems and networks as well as benefits which accure from such interlibrary cooperation, are discussed in more detail in section V.

There are many forms of print and non-print media, services and programs which other libraries offer to their users, but which San Benito does not.

In addition to its conventional circulation, the San Benito County Library also makes available rotating deposit collections to elementary schools. Schools reported that these collections provided 47,833 circulations to school children during FY 1974/75.

TABLE VIII - Physical facilities.

LIBRARY	Construction Date	Headquarters Square Feet	Square feet - Per Capita	Linear Feet Shelves - Total	Linear Feet Shelves - Per Capita	Seating Total	Seating P/1000 population
Gilroy	1975	12,800	.91	5,783	n.a.	99	7.07
Lake	1915*	1,800*	.07	1,794*	.07*	20*	.04*
Lassen	1961	7,200	.39	9,275	.50	60	3.24
San Benito	1960	8,800	.48	7,734	.42	54	2.96
San Benito rank	3/4	2/4	2/4	2/4	2/3	3/4	3/4

Comments: San Benito has a pleasant and attractive facility which is adequate for the community at present.

*These figures are so out of line due to the recent establishment of a county library in Lake. It is operating out of the old Lakeport Library and is working towards community support for a new facility.

Appendix F

10,000-25,000 population library statistics

PUBLIC LIBRARIES. 10,000 TO 25,000 POPULATION. POPULATION, INCOME AND EXPENDITURE, FY 1974-1975.

		Population B1	Assessed valuation B2	Tax rate, actual B3	Tax rate, equivalent B4	Operating income, local sources B9	Operating income, other sources B15	Total operating income B18	Total income B21
Amador Co.	1	14,550	63,707,958	——	.120	97,199	——	101,074	101,074
Banning U.S.D.	2	12,400	25,725,592	.358	.397	105,438	——	114,350	122,537
Benicia	3	10,350	71,540,723	.070	.077	55,294	——	55,294	55,294
Brawley	4	13,950	18,804,909	.230	.240	45,298	——	45,298	45,298
Calaveras Co.	5	15,550	84,457,630	——	.102	86,755	——	86,758	86,758
Calexico	6	13,000	18,565,535	——	.276	51,249	——	51,249	51,249
Carlsbad	7	26,000	121,045,109	——	.281	331,322	——	341,245	341,245
Chico	8	22,300	57,869,570	.160	.165	95,546	78	95,624	95,624
Coalinga U.H.S.D.	9	10,940	124,163,666	.162	.200	228,610	——	228,610	228,610
Colton	10	20,300	38,022,315	.142	.306	54,907	61,517	116,424	116,424
Colusa Co.	11	12,600	90,104,270	——	.106	95,963	——	95,963	96,963
Coronado	12	20,700	73,624,077	.240	.269	188,221	10,011	198,232	198,232
Crescent City	13	15,700	6,961,611	——	.342	23,874	——	23,874	23,874
El Centro	14	21,000	35,574,090	.230	.320	90,403	——	161,746	161,746
El Segundo	15	15,400	332,730,000	——	.058	192,352	——	192,352	250,251
Hanford	16	17,750	35,579,029	.394	.483	142,234	23,487	170,794	170,794
Hemet	17	16,700	39,703,842	.250	.298	108,702	1,763	151,165	151,165
Inyo Co.	18	17,100	90,663,766	——	.120	117,755	——	117,755	117,755
Lake Co.	19	24,100	98,275,983	.120	.116	110,897	3,929	114,826	114,826
Larkspur	20	12,100	50,119,414	——	.139	69,995	——	69,995	69,995
Lassen Co.	21	18,500	64,817,758	——	.203	126,958	4,450	131,408	131,408
Mill Valley	22	12,900	62,537,464	——	.300	190,724	——	190,724	190,724
Pacific Grove	23	16,800	43,384,995	——	.270	98,969	16,718	115,687	115,687
Palo Verde Valley L.D.	24	12,950	50,136,529	.151	.295	77,433	470	148,242	148,242
Plumas Co.	25	16,410	154,394,380	——	.076	117,298	——	117,298	117,298
Porterville	26	14,350	34,252,006	.200	.319	70,845	38,658	109,503	385,542
Roseville	27	20,850	50,735,862	——	.360	182,980	——	182,980	182,980
San Anselmo	28	12,550	43,522,576	.192	.267	116,464	——	116,464	116,464
San Benito Co.	29	18,230	94,345,214	——	.045	28,945	14,176	43,121	43,121
San Marino	30	13,600	67,186,470	——	.310	208,386	——	208,386	208,386
Santa Fe Springs	31	16,000	200,331,145	——	.105	210,830	——	210,830	210,830
Santa Paula U.S.D.	32	20,800	60,955,515	.184	.182	96,769	——	111,055	111,055
Sierra Madre	33	12,050	28,254,570	——	.410	112,306	3,604	115,911	115,911
South Pasadena	34	22,950	64,618,915	.300	.363	235,199	——	235,199	236,179
Tulare	35	18,100	36,350,669	.210	.235	81,985	3,525	85,510	85,510
Vacaville U.S.D.	36	21,690	63,863,345	.239	.323	206,585	——	206,585	206,585
Watsonville	37	17,100	38,609,210	——	.373	93,528	50,523	144,051	470,599
Willows	38	10,000	52,993,289	.311	.218	32,099	35,894	67,993	67,993
Yorba Linda L.D.	39	17,150	67,387,240	.350	.434	280,000	——	293,969	293,969
Total		640,170	2,769,486,957			4,860,373	268,803	5,367,544	6,032,217

CALIFORNIA STATE LIBRARY preprint 1/76

Equivalent operating expenditures B44	Equivalent expenditure per capita B45	Personal services B24	Library materials B32	Subtotal, books B26	Subtotal, periodicals B27	Subtotal, audio visual B31	Subtotal, films B28	Subtotal, recordings B29	Operations, supplies B34	Contract services B3n	Total expenditure B42
99,466	6.65	62,481	11,439	10,315	994	130	—	130	18,173	2,581	101,074
102,628	8.27	67,617	15,221	13,345	1,876	—	—	—	19,790	—	102,628
49,984	4.82	30,614	14,818	14,818	—	—	—	—	4,552	—	50,968
56,688	4.05	39,311	8,709	8,708	—	—	—	—	4,592	—	55,040
76,078	4.80	42,769	11,402	10,026	740	636	450	186	13,679	8,228	76,078
51,249	3.94	37,796	8,429	7,147	910	372	100	272	4,994	30	51,249
334,975	16.75	161,692	51,719	34,230	5,432	12,057	4,709	5,337	60,887	11,541	288,339
87,296	3.91	57,829	12,131	9,766	1,808	557	—	557	4,786	7,061	87,296
228,610	20.90	149,267	32,280	26,673	2,332	3,275	1,100	1,250	33,575	7,488	228,610
122,493	6.03	76,657	17,949	15,120	1,649	1,180	691	483	15,909	1,409	112,004
95,963	7.61	72,980	7,919	5,819	2,080	20	—	—	4,729	10,359	95,963
218,111	10.53	119,594	37,834	33,874	4,010	—	—	—	33,993	2,953	194,464
24,042	1.52	10,932	5,500	5,500	—	—	—	—	7,610	—	24,042
135,014	6.33	74,565	20,933	17,032	3,040	861	—	861	20,342	—	115,840
210,169	13.65	149,678	29,971	25,918	2,447	1,606	—	1,606	12,703	—	192,352
165,922	9.35	80,946	34,033	29,049	3,639	1,095	—	1,095	41,131	9,811	177,326
118,701	7.10	83,951	8,632	7,233	1,339	—	—	—	18,439	991	118,701
125,737	7.52	84,122	21,876	21,876	—	—	—	—	9,249	—	115,247
100,713	4.17	73,308	3,201	1,863	1,326	12	—	12	12,789	11,415	127,533
77,992	6.45	44,897	17,498	16,757	741	—	—	—	6,304	—	68,699
125,594	6.78	89,931	16,550	15,039	1,214	297	—	297	9,877	252	118,660
190,724	14.78	147,224	25,922	21,488	3,433	1,001	—	1,001	17,578	—	190,724
115,687	6.89	68,012	16,430	15,245	1,200	85	—	85	10,547	4,163	99,152
82,856	6.39	34,695	11,628	10,784	634	210	—	185	36,533	—	82,856
106,093	6.46	79,867	21,140	17,712	2,700	628	—	585	4,434	612	106,093
104,503	7.63	74,219	22,957	—	—	—	—	—	12,327	—	385,942
178,475	8.56	139,038	25,131	21,682	2,359	1,151	154	313	11,597	—	132,960
109,097	8.69	81,980	15,205	13,822	1,383	—	—	—	9,390	2,522	110,843
42,978	2.35	35,786	6,440	5,965	475	—	—	—	644	108	42,978
202,933	14.92	154,717	20,706	18,889	1,817	—	—	—	16,870	6,394	198,687
209,580	13.09	137,490	40,210	24,700	5,310	10,200	2,200	1,400	30,880	1,000	612,800
104,568	5.02	71,969	12,337	10,538	1,318	481	—	—	15,036	5,625	110,951
111,601	9.26	69,338	21,450	20,123	1,272	55	—	55	12,791	1,400	104,979
234,018	10.19	178,499	26,221	23,874	2,347	—	—	—	19,370	9,582	234,018
95,208	5.14	55,956	17,027	13,545	1,102	2,440	—	185	12,070	—	95,510
189,199	8.72	105,332	29,216	26,416	2,750	50	—	—	32,292	4,800	206,585
112,769	6.59	68,258	16,519	13,962	1,460	1,097	—	905	5,855	2,886	93,528
64,572	6.46	37,654	10,744	9,104	1,356	284	—	231	6,374	2,073	56,847
270,422	15.76	187,905	38,060	30,460	2,100	5,500	3,500	2,000	37,917	6,540	293,969
5,135,768		3,336,566	765,557	628,366	68,853	45,280	12,904	19,040	656,608	122,328	5,721,620

PUBLIC LIBRARIES. 10,000 TO 25,000 POPULATION. POSITIONS AND SALARIES. FY 1974-1975.

		Total positions C13	Positions FTE C14	Librarians FTE C15	CETA hours per week C17	Volunteer hours per week C18	Chief Librarian C19	Assistant Chief Librarian C20
Amador Co.	1	14	6.75	1	40	——	771-923	————
Banning U.S.D.	2	12	9.87	1	——	——	985	————
Benicia	3	5	2	2	30	——	942	637
Brawley	4	4	3.50	2	40	——	985-1,197	————
Calaveras Co.	5	12	6.65	——	40	——	————	————
Calexico	6	6	5	1	——	——	————	————
Carlsbad	7	23	18.76	9	250	50	1,350-1,741	1,077-1,305
Chico	8	6	5	1	——	——	1,182-1,585	————
Coalinga J.H.S.D.	9	15	11.39	5	——	——	1,183-1,438	————
Colton	10	15	9.47	3	2	20	1,335-1,591	————
Colusa Co.	11	25	12.04	2.50	——	——	735	————
Coronado	12	18	13.01	5.37	——	24	1,212-1,474	1,085-1,320
Crescent City	13	4	2	1	34	——	503	————
El Centro	14	12	9.25	3	160	——	1,395-1,696	————
El Segundo	15	13	12.50	4	60	——	1,526-2,161	1,212-1,717
Hanford	16	merged with Kings Co.						
Hemet	17	13	9.62	3	40	——	1,341-1,759	927-1,129
Inyo Co.	18	23	8.48	2	——	——	974-1,184	————
Lake Co.	19	15	9.75	3	——	12	1,025-1,277	————
Larkspur	20	8	5.10	1	——	——	1,416	————
Lassen Co.	21	31	13.95	2	50	——	861-1,030	782-942
Mill Valley	22	20	11.50	4	70	23	1,252-1,522	————
Pacific Grove	23	13	8	3	——	6	1,235-1,499	920-1,118
Palo Verde Valley L.D.	24	8	5	2	——	——	————	————
Plumas Co.	25	12	8.44	3	77.5	——	1,109-1,414	849-1,082
Porterville	26	12	10.40	1	——	——	1,172-1,427	————
Roseville	27	22	14	3	72	5	1,159-1,409	954-1,159
San Anselmo	28	8	——	——	——	——	1,405	948-1,152
San Benito Co.	29	5	4	3	——	——	882-1,068	648-789
San Marino	30	17	11.50	5	——	——	1,655	1,157-1,409
Santa Fe Springs	31	14	10.80	4	——	——	2,153	1,251-1,558
Santa Paula U.S.D.	32	17	12.90	2	37.5	——	936-1,139	810-982
Sierra Madre	33	12	4	3	——	——	1,129-1,370	————
South Pasadena	34	27	18.18	10.35	——	——	1,405-1,707	1,100-1,335
Tulare	35	6	5	2	——	17.5	1,254	————
Vacaville U.S.D.	36	20	20.25	3.25	36	12	1,450	————
Watsonville	37	15	7.30	3	40	——	1,115-1,352	————
Willows	38	8	5.86	1	40	——	735-943	560-692
Yorba Linda L.D.	39	34	22	7	——	——	1,040-1,735	840-1,213
Total		544	353.16	111.47	1,139			

CALIFORNIA STATE LIBRARY preprint 1/76

Professional Department Head C23	Senior Librarian C25	Beginning Librarian C26	Service Manager C27	Non-professional Division Chief C28	Journeyman Non-professional C29	Clerk-Typist C30	Beginning Non-professional C31
————	————	————	————	554-660	520-619	458-543	————
————	————	————	710	645-680	445-505	————	————
————	————	————	————	————	————	————	————
772-938	————	————	————	————	635-772	————	————
————	————	————	780	————	502-606	437-552	426-514
————	————	————	————	————	————	————	————
1,025-1,248	1,025-1,248	887-1,075	845-1,026	786-954	712-866	646-786	615-748
————	————	————	————	————	709-949	————	592-800
800-972	744-904	691-840	————	675-819	627-762	————	————
971-1,159	————	————	————	775-881	700-815	520-602	————
————	737-882	647-770	————	566-675	530-630	————	————
937-1,138	937-1,138	849-1,033	————	627-760	627-760	548-666	548-666
————	————	————	————	418	————	————	————
————	————	816-991	————	————	655-797	————	655-797
930-1,079	————	690-977	————	625-784	690-977	583-826	————
————	————	761-927	————	————	539-656	————	526-640
————	————	883-1,074	727-882	628-753	517-628	————	447-543
————	————	767-954	————	————	572-713	————	————
————	————	————	————	697-846	————	————	————
————	————	————	633-755	662-788	533-633	533-633	————
————	933-1,116	834-996	————	1,006-1,108	629-748	686-815	————
835-1,039	————	————	————	638-775	————	————	————
————	————	————	————	————	————	————	————
————	700-843	————	————	617-739	————	560-718	————
————	————	————	————	————	600-732	————	————
747-906	————	————	————	712-865	630-756	531-586	506-586
————	————	————	————	860-1,046	698-833	————	————
————	————	————	————	————	————	537-648	————
1,048-1,277	973-1,186	————	————	————	687-839	605-742	————
1,062-1,332	————	————	————	————	————	689-855	————
————	————	————	526-637	526-637	478-579	435-526	378-456
849-1,032	————	————	————	673-818	556-675	————	————
————	975-1,184	884-1,074	————	————	————	729-884	406-494
————	————	786	————	————	————	662	————
————	1,018-1,243	888-1,083	747-910	784-957	684-834	535-650	————
937-1,141	————	————	————	605-735	————	549-667	————
————	————	————	————	————	434-612	————	————
797-1,125	————	695-797	840-1,213	797-1,1[illegible]	520-825	520-825	364-564

PUBLIC LIBRARIES, 10,000 TO 25,000 POPULATION. COLLECTIONS, FY 1974-1975.

		Total volumes D1	Volumes added D2	Total titles D9	Titles added D10	Juvenile titles D11	Reference titles D12	Magazine titles received D13	Newspaper titles received D14
Amador Co.	1	45,956	2,493	37,564	1,074	10,334	750	78	4
Banning U.S.D.	2	59,898	2,235	56,183	814	18,616	1,600	207	13
Benicia	3	21,651	1,965	------	-----	5,984	1,049	83	6
Brawley	4	30,054	1,213	29,434	1,115	------	533	82	11
Calaveras Co.	5	38,437	2,002	35,943	1,606	10,903	1,072	72	26
Calexico	6	30,980	1,475	------	-----	------	175	69	7
Carlsbad	7	93,511	6,036	70,975	4,528	23,656	3,540	470	47
Chico	8	29,200	348	20,000	1,163	5,000	999	103	10
Coalinga U.H.S.D.	9	59,746	3,609	35,364	2,527	14,882	3,000	131	18
Colton	10	59,631	2,614	57,176	2,431	16,252	------	169	9
Colusa Co.	11	83,635	1,903	71,314	1,546	18,995	850	117	5
Coronado	12	68,000	6,320	58,345	4,920	13,461	1,471	291	13
Crescent City	13	29,697	653	------	59	------	------	---	--
El Centro	14	55,649	2,680	50,370	-----	12,857	1,007	208	10
El Segundo	15	61,625	3,619	45,000	2,100	14,057	1,341	269	13
Hanford	16	78,900	5,040	------	4,055	------	------	313	18
Hemet	17	43,709	1,853	40,000	1,700	7,000	800	205	13
Inyo Co.	18	56,642	2,217	------	-----	------	------	170	7
Lake Co.	19	37,758	2,005	------	1,702	------	524	116	10
Larkspur	20	41,138	3,619	40,578	3,564	------	------	114	5
Lassen Co.	21	76,975	3,368	61,970	2,736	12,167	1,133	144	7
Mill Valley	22	86,228	5,321	73,293	3,742	14,889	7,329	224	17
Pacific Grove	23	64,546	211	62,546	3,800	13,686	2,716	153	12
Palo Verde Valley L.D.	24	28,518	1,510	24,319	1,214	6,274	63	75	3
Plumas Co.	25	65,162	3,304	------	-----	------	650	129	10
Porterville	26	36,027	3,594	------	-----	7,560	940	---	17
Roseville	27	42,834	4,041	32,997	2,777	9,708	547	221	9
San Anselmo	28	40,711	1,962	40,602	1,874	------	330	55	5
San Benito Co.	29	47,158	1,149	46,000	1,100	------	------	72	4
San Marino	30	77,188	5,018	61,890	4,183	17,991	1,921	153	7
Santa Fe Springs	31	51,853	880	------	-----	15,281	2,685	214	18
Santa Paula U.S.D.	32	59,369	1,850	------	1,570	------	------	170	10
Sierra Madre	33	45,721	3,973	41,721	3,552	8,881	1,111	183	9
South Pasadena	34	74,175	5,119	63,573	4,208	14,890	1,776	346	14
Tulare	35	38,493	3,170	33,262	2,693	8,622	1,583	112	11
Vacaville U.S.D.	36	34,540	3,204	32,103	2,663	12,790	846	81	12
Watsonville	37	59,706	2,962	------	2,097	------	1,667	185	17
Willows	38	47,897	1,899	47,400	1,868	14,950	1,180	160	10
Yorba Linda L.D.	39	82,346	6,228	76,540	4,828	34,210	11,750	218	22
	Total	2,085,376	112,562	1,351,467	80,629	363,896	56,955	6,254	467

CALIFORNIA STATE LIBRARY preprint 1/76

Maps D15	Data files D5	Microfilm reels D3	Microfiche sheets D4	8mm motion pictures D16	16mm motion pictures D17	Slides D19	Art works D6	Audio-discs D21	Audio-cassettes D22
---	3,749	---	------	---	--	-----	---	2,406	-----
135	------	---	------	---	--	-----	---	680	6
3	------	---	------	---	--	-----	---	-----	-----
501	4,338	36	2,376	---	--	-----	---	-----	36
---	------	---	------	---	--	-----	---	2,346	-----
3	2,523	55	------	---	--	480	---	817	41
624	15,444	---	------	34	54	325	106	2,175	1,078
100	------	354	24	---	--	-----	---	1,183	238
236	1,571	754	------	30	88	-----	233	3,481	135
---	------	---	------	189	--	-----	---	4,046	-----
---	30,408	171	25	---	--	-----	---	-----	-----
348	------	34	------	39	--	-----	28	2,073	588
---	------	---	------	---	--	-----	---	-----	-----
413	------	253	------	---	--	-----	196	1,615	-----
4	6,570	121	15,111	---	--	-----	---	1,960	21
20	1,333	266	------	---	--	-----	22	1,785	-----
100	300	---	------	68	--	-----	45	408	-----
---	------	274	------	---	--	-----	---	620	60
---	------	11	------	8	--	-----	---	400	300
---	------	---	------	---	--	-----	---	-----	-----
141	6,684	60	26	---	--	-----	---	2,197	7
500	------	358	------	36	--	300	---	4,880	158
195	11,800	670	24	95	--	-----	41	917	-----
---	------	---	------	---	--	-----	---	569	11
100	------	153	50	---	--	-----	---	1,336	432
---	------	---	------	141	--	3,417	---	2,599	96
119	2,085	252	143	87	3	-----	152	1,359	92
---	------	---	------	---	--	-----	---	-----	-----
---	------	---	------	---	--	-----	---	383	-----
---	------	---	------	---	--	-----	65	2,608	275
---	------	899	26	144	47	280	---	2,515	-----
---	------	14	------	---	4	600	---	325	-----
---	350	---	------	21	6	-----	---	957	-----
---	11,856	---	------	---	4	-----	463	3,587	-----
270	------	---	------	---	--	-----	---	1,371	-----
142	1,766	---	------	---	--	-----	2	141	-----
40	------	455	------	---	--	-----	---	3.874	143
209	470	118	26	---	--	967	---	1,224	450
100	22,000	582	32	34	52	-----	---	6,500	336
4,358	123,249	5,890	17,863	976	258	6,369	1,353	63.337	4,503

PUBLIC LIBRARIES, 10,000 TO 25,000 POPULATION. ACTIVITIES, FY 1974-1975.

		Total circulation, all materials E13	Circulation, print materials E14	Circulation, print materials, central lib. E15	Circulation, print, branch, & station. E16	Circulation, print, mobile libs. E17	Circulation, juvenile, all units. E25	Circulation, all non-book materials E18
Amador Co.	1	88,111	86,220	66,279	19,941	------	24,740	3,949
Banning U.S.D.	2	139,065	138,738	78,180	9,927	------	50,631	------
Benicia	3	66,767	------	------	------	------	16,713	------
Brawley	4	60,874	53,060	53,060	------	------	22,960	6,617
Calaveras Co.	5	71,323	68,981	33,752	35,229	------	16,034	------
Calexico	6	49,635	45,366	45,366	------	------	16,790	------
Carlsbad	7	213,545	------	------	------	------	58,448	------
Chico	8	96,507	81,134	------	------	------	18,136	329
Coalinga U.E.S.D.	9	104,060	89,456	54,132	35,324	------	33,372	14,604
Colton	10	91,713	81,326	81,257	69	------	------	10,387
Colusa Co.	11	61,976	59,965	25,538	34,427	------	19,046	2,011
Coronado	12	176,106	------	------	------	------	------	------
Crescent City	13	------	------	------	------	------	7,853	------
El Centro	14	150,948	125,688	125,688	4,373	------	45,904	25,260
El Segundo	15	119,550	110,280	------	------	------	30,077	16,372
Hanford	16	168,936	159,569	------	------	------	60,041	9,367
Hemet	17	141,859	138,353	138,353	------	------	19,164	3,506
Inyo Co.	18	118,230	117,638	16,099	101,539	3,312	25,177	------
Lake Co.	19	126,033	121,155	50,537	37,462	33,265	27,998	4,378
Larkspur	20	98,162	98,162	------	------	------	24,038	------
Lassen Co.	21	194,158	186,023	109,555	76,468	------	44,020	8,135
Mill Valley	22	199,501	193,425	------	------	------	------	6,076
Pacific Grove	23	192,051	186,344	186,344	------	------	35,023	5,707
Palo Verde Valley L.D.	24	54,003	53,626	53,626	------	------	13,597	377
Plumas Co.	25	147,065	------	63,025	84,040	------	------	2,893
Porterville	26	136,375	125,426	------	------	------	32,095	10,969
Roseville	27	171,099	169,730	109,132	16,377	37,577	58,924	20,096
San Anselmo	28	128,675	128,675	------	------	------	41,097	------
San Benito Co.	29	56,122	------	------	------	------	15,239	------
San Marino	30	207,086	------	------	------	------	------	------
Santa Fe Springs	31	66,331	51,321	------	------	------	22,274	7,790
Santa Paula U.S.D.	32	106,488	------	96,121	------	10,367	41,850	------
Sierra Madre	33	133,118	128,945	------	------	------	------	4,173
South Pasadena	34	251,950	1,462	------	------	------	75	17,054
Tulare	35	117,072	113,975	------	------	------	34,695	3,097
Vacaville U.S.D.	36	163,050	162,116	162,116	------	------	------	934
Watsonville	37	160,783	152,778	152,778	------	------	37,798	8,005
Willows	38	72,441	71,423	54,797	17,001	------	18,201	662
Yorba Linda L.D.	39	480,307	180,893	------	------	------	70,790	10,751
	Total	5,172,655	3,481,308	1,755,739	472,247	84,521	926,850	203,988

Circulation, audio-recordings only E19	Circulation, motion pictures only E20	Circulation, art works only E21	Patron reserves E8	Interlibrary loan requests E9	ILL volumes borrowed E10	ILL volumes lent E11	Reference questions referred E7	Reference transactions E5
2,037	1,891	—	1,887	120	61	108	1,030	2,006
159	7	—	—	—	165	—	—	—
—	—	—	—	—	30	6	—	1,440
1,634	213	—	—	344	—	—	73	—
2,342	514	—	3,062	5,046	2,256	200	215	21,000
2,403	160	—	—	174	157	60	29	1,765
—	3,695	—	—	1,066	993	141	235	8,040
5,054	—	—	—	220	209	9	17	4,931
7,502	1,099	308	4,785	603	397	72	76	3,612
6,720	1,667	31	—	652	516	30	—	7,558
1,727	82	—	3,305	3,248	2,633	190	447	4,102
—	—	247	—	143	268	—	—	6,822
—	—	—	59	118	59	—	—	—
6,674	209	1,339	2,466	484	240	61	35	5,760
9,270	—	—	454	571	457	150	37	6,637
8,143	463	101	6,771	445	1,249	445	285	9,604
2,611	464	231	—	498	438	2	175	3,159
602	—	—	—	2,830	1,527	64	25	9,102
4,876	—	—	5,428	3,060	2,400	500	516	8,577
—	—	—	—	272	137	1	—	—
8,021	114	—	5,359	2,341	2,498	260	1,023	4,837
6,076	89	—	5,458	—	982	501	43	10,416
4,366	436	316	1,107	1,095	1,000	503	84	4,416
352	—	—	—	82	71	—	—	—
—	230	—	181	—	1,212	177	—	—
8,962	1,273	—	1,300	576	77	—	—	—
5,562	1,318	71	4,566	[illegible]	685	393	53	22,474
—	—	—	—	—	146	57	—	—
312	—	—	277	40	22	40	—	8,239
—	—	—	3,624	676	649	157	58	—
4,956	2,361	—	—	—	576	472	—	—
—	908	—	1,226	2,274	1,226	1,571	194	2,373
3,581	605	187	—	3,921	772	446	53	—
10,257	3,665	—	4,745	2,212	1,472	1,235	141	13,672
1,319	1,433	—	646	646	467	123	88	13,646
838	—	1	1,471	420	336	123	57	2,258
6,005	—	—	—	—	764	668	41	5,854
2,762	643	—	—	—	356	64	—	—
5,582	—	—	1,450	634	634	310	2,300	38,423
134,560	23,539	2,832	62,515	35,639	28,097	9,189	7,841	232,763

PUBLIC LIBRARIES, 10,000 TO 25,000 POPULATION. ESTIMATED POPULATION, INCOME AND EXPENDITURES, FY 1975-1976.

		Population B49	Assessed valuation B50	Tax rate, actual B51	Tax rate, equivalent B52	Operating income, local sources B53	Expenditure per capita	Total operating expenditure B56	Personal services B54	Library materials B55
Amador Co.	1		91,811,000	——	.120	100,568		100,568	60,273	12,000
Banning U.S.D.	2		29,119,396	.360	.408	107,050		118,950	78,950	16,000
Benicia	3		71,540,723	.070	.070	55,274		67,205	33,195	19,000
Brawley	4		18,298,975	.240	.280	51,760		51,760	38,060	10,000
Calaveras Co.	5		83,975,570	——	.104	87,194		87,194	63,390	13,500
Calexico	6		19,395,455	——	.315	61,091		61,091	45,571	15,520
Carlsbad	7		150,147,591	——	.270	405,398		345,439	219,958	57,500
Chico	8		63,993,400	.150	.151	96,570		96,570	62,370	12,000
Coalinga U.H.S.D.	9		130,649,837	.208	.200	258,602		258,602	169,186	89,416
Colton	10		41,606,865	.142	.308	57,308		138,409	94,935	2[illegible],000
Colusa Co.	11		101,136,530	——	.118	120,173		120,173	94,135	——
Coronado	12		77,227,780	.246	.321	247,923		247,923	156,961	49,119
Crescent City	13		——	——	——	21,427		21,427	11,027	5,500
El Centro	14		43,250,773	.260	.320	128,021		142,793	112,240	22,500
El Segundo	15		399,314,581	——	.056	224,588		224,588	139,378	65,210
Hanford	16	merged with Kings Co.								
Hemet	17		41,366,210	.260	.346	143,444		143,444	97,799	15,000
Inyo Co.	18		99,091,140	——	.120	115,773		115,773	102,887	14,504
Lake Co.	19		128,065,464	.120	.119	125,557		152,325	93,677	17,000
Larkspur	20		54,999,054	——	.145	79,679		79,679	52,750	20,500
Lassen Co.	21		65,096,458	——	.229	134,227		148,977	116,977	16,500
Mill Valley	22		67,749,228	.330	.330	225,474		225,474	163,981	36,025
Pacific Grove	23		46,920,850	——	.280	111,251		113,117	86,700	37,860
Palo Verde Valley L.D.	24		52,600,000	.151	.139	66,511		73,138	41,303	17,025
Plumas Co.	25		149,000,806	——	,077	115,450		115,450	89,175	17,250
Porterville	26		38,431,401	.200	.343	131,986		131,986	92,313	23,075
Roseville	27		59,920,356	——	.340	209,515		203,835	156,605	47,230
San Anselmo	28		54,019,377	——	.245	124,784		124,784	92,860	19,600
San Benito Co.	29		105,124,980	——	.043	46,087		46,087	36,942	8,985
San Marino	30		95,253,002	——	.224	223,835		213,767	165,646	22,246
Santa Fe Springs	31		200,042,314	——	.109	239,520		239,520	160,940	47,000
Santa Paula U.S.D.	32		64,302,227	.191	.191	122,903		122,903	77,923	10,250
Sierra Madre	33		29,299,760	——	.390	121,250		114,136	75,976	23,000
South Pasadena	34		65,741,000	.300	.397	261,358		261,358	192,608	31,200
Tulare	35		41,860,140	.210	.243	103,540		103,540	58,822	20,000
Vacaville U.S.D.	36		90,080,061	——	.239	243,000		243,000	138,567	33,800
Watsonville	37		46,430,300	——	.285	144,028		144,028	100,920	27,399
Willows	38		60,463,784	.324	.120	75,669		75,669	38,665	11,275
Yorba Linda	39		89,957,820	.369	.386	346,758		346,758	233,858	55,000
Total			3,067,284,808			5,534,606		5,621,499	3,852,603	978,989

February 27, 1976

Dear San Benito County Resident:

You can help us to help you--by telling us what your information needs are. The following questionnaire will provide the foundation for a survey which will help us make the best use of your tax dollars in providing the services you desire through the San Benito County Library. The survey is being conducted by the California State Library.

Please use the enclosed stamped envelope to return your completed questionnaire by March 19, 1976.

Thank you for your help.

Sincerely,

Advisory Committee
San Benito County Library Survey

QUESTIONNAIRE

PLEASE TELL US A LITTLE ABOUT YOURSELF. (This information will be tabulated; your individual answers will be anonymous).

Sex____

Age____

Occupation____________________ ______

Education (check highest level completed)

____Elementary ____College

____High School ____Graduate study

What language do you use most for ...

Speaking______________ Writing______________

Reading______________

Check any of the following services and programs you would use if available in your community.

__Photocopying machines
__Typewriters or calculators
__Meeting rooms for local organization use.
__Speakers or programs on various topics
__Motion picture film programs
__Lists of materials on various topics
__Reference service to locate information
__Special events for children and young people
__Bookmobile stops

MATERIALS AVAILABLE FOR LOAN

__Books, pamphlets and other printed material
__Magazines and newspapers
__Phonograph records
__Tapes and cassettes
__Tape players
__Motion picture films, filmstrips, slides
__Film projectors
__Art prints
__Music scores and sheet music
__Foreign language materials
__Material for the blind or physically handicapped
__Other: please specify ______________________

Check any of the following topics about which you would like to have information.

__News and current events
__Medical and health care
__How to find a job
__How to manage money
__Your family tree/genealogy
__Local history
__Consumer information
__Auto repair
__Home repair and construction
__Animal care
__Language instruction
__Religion
__Psychology
__Gardening
__Crafts
__Cooking
__Games and sports
__Travel
__Sociology
__Ecology
__Agriculture

How often did you visit a public library during the last year? Fill in the number of times________

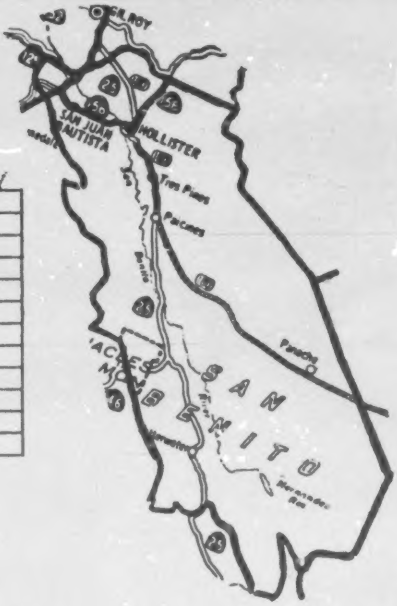
How many miles do you live from the nearest library in San Benito County? Fill in the number of miles_____________.

How do the following topics affect the way you use your community library? Check whichever items apply to you.

	positively	no effect	negatively
Location of library			
Hours the library is open			
Your own magazine subscriptions			
Your own book club membership			
Your own newspaper subscriptions			
Your health			
Weather			
Attitude of library staff			
Materials library has (books, etc.)			
Availability of transportation			
Access into library building			
Other: please specify			

WHERE DO YOU LIVE? Fill in name of area

_________________ or place an X on the map.


GILROY
129
25
156
152
SAN JUAN BAUTISTA
HOLLISTER
Tres Pinos
Paicines
Benito
25
Panoche
SAN BENITO
146
25

Appendix G - Results of San Benito County Library Citizen Opinion Survey.

TOTAL QUESTIONNAIRES: 740=100%

*****

AGE

under 18: 2%

18 - 24: 9%

25 - 44: 44%

45 - 64: 30%

65 plus: 12%   NA 3%

OCCUPATION

Professional-------- 27%

Clerical------------ 16%

Blue Collar--------- 9%

Farm---------------- 3%

Service Workers----- 1%

Homemaker----------- 22%

Retired------------- 12%

Student------------- 4%

Unemployed---------- 1%   NA 5%

EDUCATION

Elementary---------- 7%

High School--------- 36%

College------------- 35%

Graduate Study------ 21%   NA 1%

LANGUAGE *

English		Spanish	
Speaking:	94%	Speaking:	6%
Reading:	94%	Reading:	6%
Writing:	94%	Writing:	6%

NA 1%

*These total 101% due to inclusion of bilingual respondents.

A-G-2

Check any of the following services and programs you would use if available in your community.

51% Photocopying machines
22% Typewriters or calculators
24% Meeting rooms for local organization use
31% Speakers or programs on various topics
36% Motion picture film programs
34% Lists of materials on various topics
44% Reference service to locate information
39% Special events for children and young people
17% Bookmobile stops

MATERIALS AVAILABLE FOR LOAN

56% Books, pamphlets and other printed material
34% Magazines and newspapers
26% Phonograph records
30% Tapes and cassettes
14% Tape players
31% Motion picture films, filmstrips, slides
21% Film projectors
17% Art prints
17% Music scores and sheet music
21% Foreign language materials
13% Material for the blind or physically handicapped

Check any of the following topics about which you would like to have information.

29%	News and current events
34%	Medical and health care
13%	How to find a job
21%	How to manage money
31%	Your family tree/genealogy
41%	Local History
37%	Consumer information
19%	Auto repair
27%	Home repair and construction
21%	Animal care
21%	Language instruction
15%	Religion
31%	Psychology
37%	Gardening
39%	Crafts
24%	Cooking
18%	Games and sports
31%	Travel
13%	Sociology
18%	Ecology
21%	Agriculture

How often did you visit a public library during the last year:

0: 10%

1-6: 20%

6-12 21%

over 12: 35%

NA: 14%

How many miles do you live from the nearest library in San Benito Co.:

less than 5: 67%

5-10: 17%

10-15: 4%

over 15: 4%

NA: 8%

How do the following topics affect the way you use your community library?

	+	ne	-	na
Location of library	42%	37%	4%	17%
Hours the library is open	33%	34%	15%	18%
Your own magazine subscriptions	15%	53%	12%	20%
Your own book club membership	9%	53%	10%	28%
Your own newspaper subscriptions	11%	54%	11%	24%
Your health	13%	58%	4%	25%
Weather	9%	59%	6%	26%
Attitude of library staff	43%	29%	7%	21%
Materials library has (books, etc.)	37%	19%	23%.	21%
Availability of transportation	12%	55%	5%	28%
Access into library building	21%	46%	5%	28%

Appendix H - Sample Policy Statements

Materials Selection Policy

Boyer and Eaton[1] present a number of excellent examples of existing library selection policies and suggest the following outline be used in the creation of a new selection policy.

I. Community description and analysis

II. Responsibility for selection, legal and delegated.

III. Intellectual freedom and procedures for complaints.

IV. Policies by clientele served

- A. Adult
- B. Young Adult
- C. Children
- D. Readers of limited skill
- E. Students
- F. Blind, physically handicapped, shut-ins

V. Policies by format of material

- A. Books
  - 1. Hardback books
  - 2. Paperbacks
  - 3. Textbooks and lab manuals
  - 4. Synopses and outlines
- B. Slides
- C. Films and filmstrips
- D. Newspapers
- E. Recorded sound--Records, tapes, cassetts

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[1] Boyer, Calvin J. and Nancy L. Eaton. Book Selection Policies in American Libraries, 1971, pp. v-vi.

  - F. Printed music
  - G. Pictures
  - H. Maps
  - I. Pamphlets
  - J. Periodicals
  - K. Government documents
  - L. Manuscripts and rare books
  - M. Microforms

VI. Policies by subject of material

  - A. Fiction
  - B. Non-fiction
  - C. Reference materials
  - D. Foreign language materials
  - E. Medicine
  - F. Law
  - G. Sex
  - H. Drugs and drug usage
  - I. Semi- and pseudo-scientific materials
  - J. Religion
  - K. Genealogy and heraldry
  - L. Guns, explosives, jujitsu, etc.

VII. Gifts policy

VIII. Weeding, discarding, replacement, duplication policies

IX. Relationships to other libraries and library systems in collection development

FREEDOM TO READ STATEMENT

Adopted June 25, 1953
by the ALA COUNCIL

The freedom to read is essential to our democracy. It is under attack. Private groups and public authorities in various parts of the country are working to remove books from sale, to censor textbooks, to label "controversial" books, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to avoid the subversion of politics and the corruption of morals. We, as citizens devoted to the use of books and as librarians and publishers responsible for disseminating them, wish to assert the public interest in the preservation of the freedom to read.

We are deeply concerned about these attempts at suppression. Most such attempts rest on a denial of the fundamental premise of democracy: that the ordinary citizen, by exercising his critical judgment, will accept the good and reject the bad. The censors, public and private, assume that they should determine what is good and what is bad for their fellow-citizens.

We trust Americans to recognize propaganda, and to reject obscenity. We do not believe they need the help of censors to assist them in this task. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

We are aware, of course, that books are not alone in being subjected to efforts of suppression. We are aware that these efforts are related to a larger pattern of pressures being brought against education, the press, films, radio and television. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy.

Such pressure toward conformity is perhaps natural to a time of uneasy change and pervading fear. Especially when so many of our apprehensions are directed against an ideology, the expression of a dissident idea becomes a thing feared in itself, and we tend to move against it as against a hostile deed, with suppression.

And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with stress.

Now as always in our history, books are among our greatest instruments of freedom. They are almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. They are the natural medium for the new idea and the untried voice from which come the original contributions to social growth. They are essential to the extended discussion which serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free men will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those which are unorthodox or unpopular with the majority.

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until his idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept which challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. Publishers and librarians do not need to endorse every idea or presentation contained in the books they make available. It would conflict with the public interest for them to establish their own political, moral or aesthetic views as the sole standard for determining what books should be published or circulated.

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one man can read should be confined to what another thinks proper.

3. It is contrary to the public interest for publishers or librarians to determine the acceptability of a book solely on the basis of the personal history or political affiliations of the author.

A book should be judged as a book. No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free men can flourish which draws up lists of writers to whom it will not listen, whatever they may have to say.

4. The present laws dealing with obscenity should be vigorously enforced. Beyond that, there is no place in our society for extra-legal efforts to coerce the tastes of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

To some, much of modern literature is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent serious artists from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters taste differs, and taste cannot be legislated; nor can machinery be devised which will suit the demands of one group without limiting the freedom of others. We deplore the catering to the immature, the retarded or the maladjusted taste. But those concerned with freedom have the responsibility of seeing to it that each individual book or publication, whatever its contents, price or method of distribution, is dealt with in accordance with due process of law.

5. It is not in the public interest to force a reader to accept with any book the prejudgment of a label characterizing the book or author as subversive or dangerous.

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for the citizen. It presupposes that each individual must be directed in making up his mind about the ideas he examines. But Americans do not need others to do their thinking for them.

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large.

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society each individual is free to determine for himself what he wishes to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive.

7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality of thought and expression. By the exercise of this affirmative responsibility, bookmen can demonstrate that the answer to a bad book is a good one, the answer to a bad idea is a good one.

The freedom to read is of little consequence when expended on the trivial; it is frustrated when the reader cannot obtain matter fit for his purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of their freedom and integrity, and the enlargement of their service to society, requires of all bookmen the utmost of their faculties, and deserves of all citizens the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of books. We do so because we believe that they are good, possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

Endorsed by:

AMERICAN LIBRARY ASSOCIATION
Council, June 25, 1953

AMERICAN BOOK PUBLISHERS COUNCIL
Board of Directors, June 18, 1953

Subsequently Endorsed by:

AMERICAN BOOKSELLERS ASSOCIATION
Board of Directors

BOOK MANUFACTURERS' INSTITUTE
Board of Directors

NATIONAL EDUCATION ASSOCIATION
Commission for the Defense of
Democracy through Education

Library Bill of Rights

The Council of the American Library Association reaffirms its belief in the following basic policies which should govern the services of all libraries.

1. As a responsibility of library service, books and other library materials selected should be chosen for values of interest, information and enlightenment of all the people of the community. In no case should library materials be excluded because of the race or nationality or the social, political, or religious views of the authors.

2. Libraries should provide books and other materials presenting all points of view concerning the problems and issues of our times; no library materials should be proscribed or removed from libraries because of partisan or doctrinal disapproval.

3. Censorship should be challenged by libraries in the maintenance of their responsibility to provide public information and enlightenment.

4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

5. The rights of an individual to the use of a library should not be denied or abridged because of his age, race, religion, national origins or social or political views.

6. As an institution of education for democratic living, the library should welcome the use of its meeting rooms for socially useful and cultural activities and discussion of current public questions. Such meeting places should be available on equal terms to all groups in the community regardless of the beliefs and affiliations of their members, provided that the meetings be open to the public.

Adopted June 18, 1948.
Amended February 2, 1961, and June 27, 1967, by the ALA Council.

INTELLECTUAL FREEDOM STATEMENT

An Interpretation of the Library Bill of Rights

The heritage of free men is ours. In the Bill of Rights to the United States Constitution, the founders of our nation proclaimed certain fundamental freedoms to be essential to our form of government. Primary among these is the freedom of expression, specifically the right to publish diverse opinions and the right to unrestricted access to those opinions. As citizens committed to the full and free use of all communications media and as professional persons responsible for making the content of those media accessible to all without prejudice, we, the undersigned, wish to assert the public interest in the preservation of freedom of expression.

Through continuing judicial interpretations of the First Amendment to the United States Constitution, full freedom of expression has been guaranteed. Every American who aspires to the success of our experiment in democracy--who has faith in the political and social integrity of free men--must stand firm on those Constitutional guarantees of essential rights. Such Americans can be expected to fulfill the responsibilities implicit in those rights.

We, therefore, affirm these propositions:

1. We will make available to everyone who needs or desires them the widest possible diversity of views and modes of expression, including those which are strange, unorthodox or unpopular.

   Creative thought is, by its nature, new. New ideas are always different and, to some people, distressing and even threatening. The creator of every new idea is likely to be regarded as unconventional--occasionally heretical--until his idea is first examined, then refined, then tested in its political, social, or moral applications. The characteristic ability of our governmental system to adapt to necessary change is vastly strengthened by the option of the people to choose freely from among conflicting opinions. To stifle nonconformist ideas at their inception would be to end the democratic process. Only through continuous weighing and selection from among opposing views can free individuals obtain the strength needed for intelligent, constructive decisions and actions. In short, we need to understand not only what we believe, but why we believe as we do.

2. We need not endorse every idea contained in the materials we produce and make available.

   We serve the educational process by disseminating the knowledge and wisdom required for the growth of the mind and the expansion of learning. For us to employ our own political, moral, or esthetic views as standards for determining what materials are published or circulated conflicts with the public interest. We cannot foster true education by imposing on others the structure and content of our own opinions. We must preserve and enhance the people's right to a broader range of ideas than those held by any librarian or publisher or church or government. We hold that it is wrong to limit any person to those ideas and that information another believes to be true, good, and proper.

3. We regard as irrelevant to the acceptance and distribution of any creative work the personal history or political affiliations of the author or others responsible for it or its publication.

   A work of art must be judged solely on its own merits. Creativity cannot flourish if its appraisal and acceptance by the community is influenced by the political views or private lives of the artists or the creators. A society that allows blacklists to be compiled and used to silence writers and artists cannot exist as a free society.

4. With every available legal means, we will challenge laws or governmental action restricting or prohibiting the publication of certain materials or limiting free access to such materials.

   Our society has no place for legislative efforts to coerce the taste of its members, to restrict adults to reading matter deemed suitable only for children, or to inhibit the efforts of creative persons in their attempts to achieve artistic perfection. When we prevent serious artists from dealing with truth as they see it, we stifle creative endeavor at its source. Those who direct and control the intellectual development of our children--parents, teachers, religious leaders, scientists, philosophers, statesmen--must assume the responsibility for preparing young people to cope with life as it is and to face the diversity of experience to which they will be exposed as they mature. This is an affirmative responsibility that cannot be discharged easily, certainly not with the added burden of curtailing one's access to art, literature, and opinion. Tastes differ. Taste, like morality, cannot be controlled by government, for governmental action, devised to suit the demands of one group, thereby limits the freedom of all others.

5. We oppose labeling any work of literature or art, or any persons responsible for its creation, as subversive, dangerous, or otherwise undesirable.

   Labeling attempts to predispose users of the various media of communication, and to ultimately close off a path to knowledge. Labeling rests on the assumption that persons exist who have a special wisdom, and who, therefore, can be permitted to determine what will have good and bad effects on other people. But freedom of expression rests on the premise of ideas vying in the open marketplace for acceptance, change, or rejection by individuals. Free men choose this path.

6. We, as guardians of intellectual freedom, oppose and will resist, every encroachment upon that freedom by individuals or groups, private or official.

   It is inevitable in the give-and-take of the democratic process that the political, moral and esthetic preferences of a person or group will conflict occasionally with those of others. A fundamental premise of our free society is that each citizen is privileged to decide those opinions to which he will adhere or which he will recommend to the members of a privately organized group or association. But no private group may usurp the law and impose its own political or moral concepts upon the general public. Freedom cannot be accorded only to selected groups for it is then transmuted into privilege and unwarranted license.

7. Both as citizens and professionals, we will strive by all legitimate means open to us to be relieved of the threat of personal, economic, and legal reprisals resulting from our support and defense of the principles of intellectual freedom.

   Those who refuse to compromise their ideals in support of intellectual freedom have often suffered dismissals from employment, forced resignations, boycotts or products and establishments, and other invidious forms of punishment. We perceive the admirable, often lonely, refusal to succumb to threats of punitive action as the highest form of true professionalism: dedication to the cause of intellectual freedom and the preservation of vital human and civil liberties.

In our various capacities, we will actively resist incursions against the full exercise of our professional responsibility for creating and maintaining an intellectual environment which fosters unrestrained creative endeavor and true freedom of choice and access for all members of the community.

We state these propositions with conviction, not as easy generalizations. We advance a noble claim for the value of ideas, freely expressed, as embodied in books and other kinds of communications. We do this in our belief that a free intellectual climate fosters creative endeavors capable of enormous variety, beauty, and usefulness, and thus worthy of support and preservation. We recognize that application of these propositions may encourage the dissemination of ideas and forms of expression that will be frightening or abhorrent to some. We believe that what people read, view, and hear is a critically important issue. We recognize, too, that ideas can be dangerous. It may be, however, that they are effectually dangerous only when opposing ideas are suppressed. Freedom, in its many facets, is a precarious course. We espouse it heartily.

Adopted by the ALA Council, June 25, 1971
Endorsed by the Freedom to Read Foundation, Board of Trustees, June 18, 1971

RESOLUTION ON CHALLENGED MATERIALS

An Interpretation of the LIBRARY BILL OF RIGHTS

WHEREAS, The LIBRARY BILL OF RIGHTS states that no library materials should be proscribed or removed because of partisan or doctrinal disapproval, and

WHEREAS, Constitutionally protected expression is often separated from unprotected expression only by a dim and uncertain line, and

WHEREAS, Any attempt, be it legal or extra-legal, to regulate or suppress material must be closely scrutinized to the end that protected expression is not abridged in the process, and

WHEREAS, The Constitution requires a procedure designed to focus searchingly on the question before speech can be suppressed, and

WHEREAS, The dissemination of a particular work which is alleged to be unprotected should be completely undisturbed until an independent determination has been made by a judicial officer, including an adversary hearing,

THEREFORE, THE PREMISES CONSIDERED, BE IT RESOLVED, That the American Library Association declares as a matter of firm principle that no challenged library material should be removed from any library under any legal or extra-legal pressure, save after an independent determination by a judicial officer in a court of competent jurisdiction and only after an adversary hearing, in accordance with well-established principles of law.

Adopted by the ALA Council, June 25, 1971.

A-H-12

CITIZEN'S REQUEST FOR RECONSIDERATION OF A BOOK

Author   Hardcover   Paperback
Title
Publisher (if known)

Request initiated by ______________________________
Telephone ____________ Address ______________________
City ______________________________ Zone ____________

Complainant represents
________ himself
________ (name organization) ______________________________
________ (identify other group) ______________________________

1. To what in the book do you object? (Please be specific; cite pages.) ___
____

2. What do you feel might be the result of reading this book? ____________
____

3. For what age group would you recommend this book? ____________

4. Is there anything good about this book? ____________
____

5. Did you read the entire book? ________ What parts? ____________
____

6. Are you aware of the judgment of this book by literary critics? ________

7. What do you believe is the theme of this book? ____________
____

8. What would you like your school or library to do about this book?
   ________ do not assign it to my child
   ________ withdraw it from all students as well as from my child
   ________ send it back for reevaluation

9. In its place, what book of equal literary quality would you recommend that would convey as valuable a picture and perspective of our civilization? ______________________________

____
Signature of Complainant

Appendix I - Job descriptions.

COUNTY LIBRARIAN

Minimum qualifications

License Required

Possession of a valid County Librarian certificate issued by the California Board of Library Examiners or interim eligibility to serve as a county librarian as determined by the California Board of Library Examiners.

Education

Graduation from an accredited college and completion of one year of graduate study in library science at a recognized college or graduation from an accredited college with a major in library science.

Experience

Three years of recent increasingly responsible professional library experience including one year in an administrative capacity.

Knowledge of

Provisions of the Education Code and other legislation pertaining to County Libraries.

State and Federal legislation that support improvement of public library service.

Principles of library organization, administration, supervision, and management.

Principles and practices of librarianship, including the problems and procedures involved in operating a reader services program and the technical services such as cataloging, reference works, and bibliography connected with such a program.

Adult and juvenile books, periodicals, reference and bibliographic works.

Ability to

Plan, organize and direct a comprehensive program for providing library services.

Analyze community needs and embody conclusions in specific plans for modifying or extending reader services.

Effectively evaluate collection needs and approve appropriate materials for purchase.

Plan and supervise a comprehensive public relations program.

Determine the plant and equipment and staffing needs of a County Library and formulate budget recommendations and justifications to satisfy these needs.

Work effectively with the public, other professional staff members, and professional people from other agencies.

Supervise and direct the training of professional and non-professional personnel.

Examples of duties (under policy direction of County Board of Supervisors)

Plans, organizes, and directs the provision of County public library services; formulates and applies policies and procedures related to the library program.

Directs the hiring and assignment of employees, and the evaluating of employee performance; guides the in-service training program.

Determines the scope and nature of required library services in the light of changing community needs and plans for the extension and modification of library services; confers with officials and groups interested in extended library services to arrange for facilities and develop necessary procedures.

Directs the planning for new and maintenance and repair of library facilities, equipment, and furnishings.

Directs the maintenance of good public relations through personal contacts by library staff and himself/herself with public officials, civic groups, and individuals interested in the library program; speaks before professional and civic groups to explain and interpret the County library program.

Directs the maintenance of library statistics and related records and reports.

Attends professional meetings and conferences.

Directs and participates in the preparation of the annual budget request showing justification for requested appropriations and staffing; administers the approved budget and controls expenditures.

CHILDREN'S LIBRARIAN

Minimum qualifications

Education

Equivalent to graduation from college, and possession of a certificate showing completion of one additional year of graduate study in an accredited library school.

Experience

One year of experience as a professional librarian engaged in the service of children.

Knowledge of

The principles, methods and procedures of professional library work, particularly in regard to children's activities.

Children's books and authors, library materials, and reading trends.

Ability to

Study, evaluate, and make sound recommendations on children's library uses and services.

Speak and write effectively.

Deal effectively and courteously with individuals and organizations interested in children's library activities.

Examples of duties (under direction of County Librarian)

Advises on and assists in the formulation of plans and policies relating to children's library services.

Selects and maintains children's materials.

Reads new children's books and book reviews.

Decides on children's materials to be replaced, repaired, transferred, or eliminated.

Advises school principals and supervisors on library programs and book selection.

Prepares and conducts pre-school story hours, regular story hours, book club meetings, television programs, and special summer programs.

Prepares and conducts story hours in hospitals, churches, orphanages, detention homes, recreation parks, summer camps, and other community centers.

BOOKMOBILE DRIVER-CLERK

Minimum qualifications

Education

Graduation from high school or attainment of a satisfactory score on a G.E.D. test.

Experience

One year of experience driving a medium-sized truck or bus.

Special qualifications

Possession of an appropriate California operator's license issued by the State Department of Motor Vehicles.

Ability to

Operate a light truck safely.

Follow oral and written instructions.

Lift boxes of books.

Meet the public with courtesy and tact.

Learn to perform subprofessional library work.

Examples of duties (under direction of County Librarian)

Operates a bookmobile equipped as traveling library making trips to specified locations on the basis of an established schedule.

Operates the bookmobile in a safe and courteous manner and in accordance with traffic rules and regulations.

Assists the library staff assigned to the bookmobile in checking in and charging out library materials, and shelves books.

Loads books and materials on and unloads books and materials from the bookmobile.

Arranges for bookmobile to be repaired, and serviced with gas and oil as needed.

READER'S ADVISOR

Minimum qualifications

Education

Equivalent to completion of two years of college (additional experience in subprofessional library work may be substituted for a maximum of two years of the required education on a year-for-year basis.)

Experience

Two years of experience in performing subprofessional library duties.

Knowledge of

Books, reference sources and methods.

Ability to

Promote interest in library services.

Assess situations and people accurately.

Adopt an effective course of action.

Get along well with others.

Examples of duties (under direction of County Librarian)

In the absence of the Library Director (or County Librarian) and Children's librarian, will be in charge of the library.

Assists users in locating material most suited to their reading and viewing skills, habits, and interests.

Assists in development of reference procedures.

Reads and/or views and reviews library materials making recommendation with regard to their purchase.

Keeps well informed as to educational, political and sociological events and trends.

LIBRARY ASSISTANT I

Minimum qualifications

Education

Graduation from high school or attainment of a satisfactory score on a G.E.D. test.

Experience

One year of experience in performing subprofessional library duties.

Knowledge of

Basic library techniques, terminology and services.

Office methods, practices, and equipment.

Ability to

Learn library practices and procedures, and the location of materials in the library.

Perform a variety of library clerical work with speed and accuracy.

Examples of duties (under supervision)

Assists patrons at circulation desk or on bookmobile.

Charges out library materials.

Registers patrons.

Collects fines for overdue and lost material.

Takes requests.

Assists patrons find desired library materials by directing them to proper location.

CLERK II

Minimum qualifications

Experience

One year of experience in clerical work. (College level secretarial or clerical training may be substituted for required experience on the basis of two years of college for one year of experience.)

Knowledge of

Modern office practices and procedures, including filing and operating standard office equipment.

Ability to

Perform general clerical work and learn quickly the specific operations of the office.

Spell correctly, use good English, and make arithmetical computations.

Understand and follow oral and written directions.

Establish and maintain cooperative relations with the public.

Examples of duties (under supervision)

Assists the public by referring them to sources of information, giving out standard forms and explaining how to complete them, and answering requests for factual information by consulting various available sources.

Inserts and extracts materials from subject matter files, classifies material by nature of subject matter, and prepares new file folders as needed.

Maintains informational or operational records; screens reports for completeness and arithmetical accuracy; lists, abstracts, or summarizes data.

On referral from supervisor or after personally screening correspondence, answers routine requests for information by enclosing materials or sending form letters; composes routine letters on factual subjects.

Compiles routine reports from a small number of established sources for review by supervisor.

May make out bills, abstracts, orders, notes, receipts, permits, licenses, etc; receives fees when the amount is readily obtainable by simple computations, or from fixed schedules; posts data, keeps records, and prepares statistical or other types of reports in accordance with pre-determined forms and procedures.

Operates standard office machines; may operate a small off-set duplicator reproducing black and white copy from paper masters.

Incidental to other tasks, may perform a limited amount of typing of memos, cards, and lists.

May be assigned to review the work of other clerical employees and bring gross discrepancies to the attention of the supervisor; may assist in training new workers; may act for the supervisor in his/her absence.

CLERK I

Minimum qualifications

Education

Graduation from high school or attainment of a satisfactory score on a G.E.D. test.

Experience

None required.

Ability to

Do clerical work and learn office operations, procedures, and equipment.

Spell correctly, use good English, and make simple arithmetical computations.

Understand and follow oral and written directions.

Establish and maintain cooperative relations with the public.

Examples of duties (under supervision

Sorts and files papers, bills, receipts, and a variety of documents; searches files for specified information.

Receives and routes correspondence.

Receives the public and provides routine factual information.

Maintains simple operational records by transferring data, calculating totals and sub-totals, or compiling summaries.

Receives money payments from time to time, issues receipts, and turns in money.

Incidental to other tasks, may perform a limited amount of typing memos, cards, and lists.